



north dakota  
**department of  
human services**

# Government Performance & Accountability Measures



**NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES**  
State Capitol, Judicial Wing  
600 East Boulevard Avenue, Dept 325  
Bismarck, N.D. 58505-0250

**JOHN HOEVEN**  
GOVERNOR

**CAROL K. OLSON**  
EXECUTIVE DIRECTOR

## **Introduction**

The North Dakota Department of Human Services (DHS) performance and accountability measurements have been created to provide the governor, the legislative assembly, division managers, program leadership, and the public with the information necessary to evaluate and assess agency performance and accountability. One of the ultimate goals of these measures is to ensure that state government services are effective and state resources are used efficiently.

Our performance measures contain three basic types of information: 1) program trend information, 2) program outcomes, and 3) reference data from other states or entities. This information is not available for all measures. Program trend information is a measure of “how much” we are doing or spending, such as how many clients we served in a program. These types of statistics can be used as a gauge of program demand in the future. The second type of information, the program outcomes, is a measure of how well our programs are delivering the service. Are the programs doing what they intend to do in an efficient manner? The third type of measure is the reference data. This data is used to reference how we are doing compared to our counterparts throughout the nation. Our planning process is improved by utilizing each of these pieces of information.

Although these measures are reported for the Department of Human Services, they are not the departments’ alone. The department works towards its goals in connection with its many partners. For example, many of the programs reported in this document are county-administered programs. We would like to thank everyone involved, notably department staff and the staff of our numerous partners, for helping move these measurements forward.

## Executive Office

### North Dakota Department of Human Services Performance Measurements

#### Mission/Client Focus

**Goal 1:** To focus attention on the department's mission to provide quality, efficient, and effective human services which improve the lives of people.

#### Interdepartmental Cooperation and Communication

**Goal 1:** To improve teamwork

**Goal 2:** To improve innovation/creativity within the department

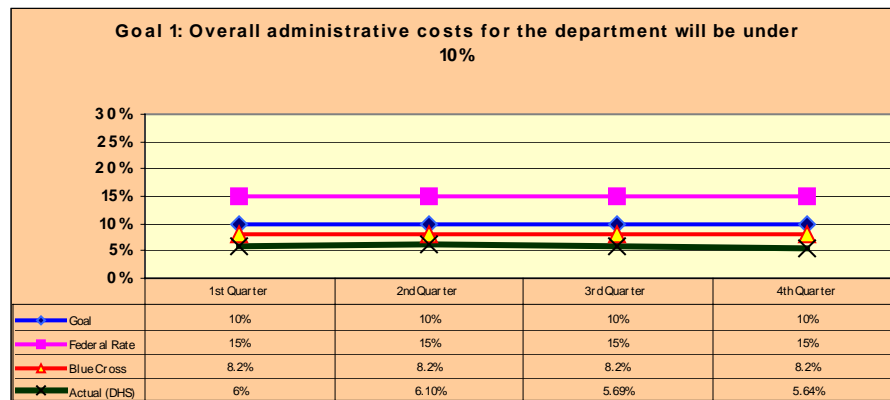
#### Performance and Accountability

**Goal 1:** To establish performance measures and accountability

#### Legislative Issues

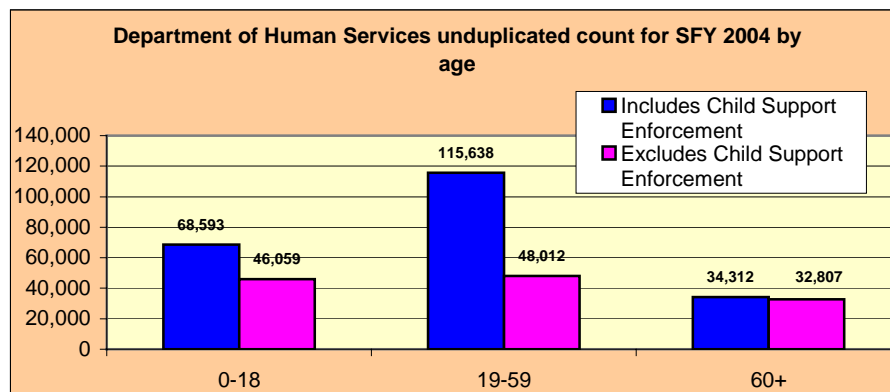
**Goal 1:** To develop a proactive legislative agenda

#### Executive Goals/Trends

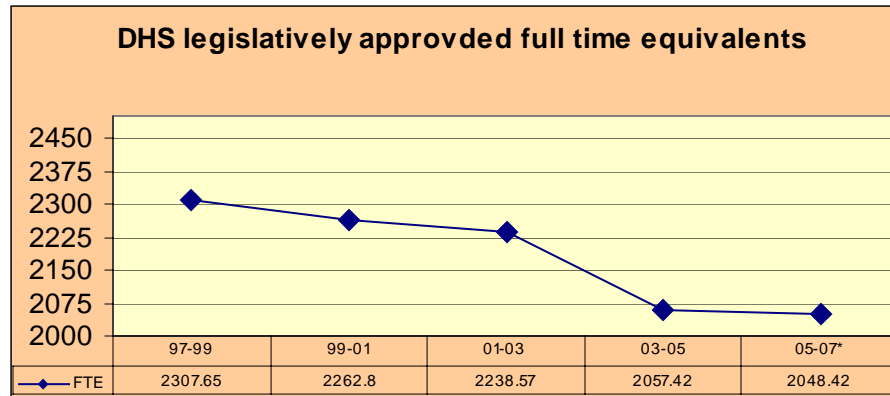


SFY 2004

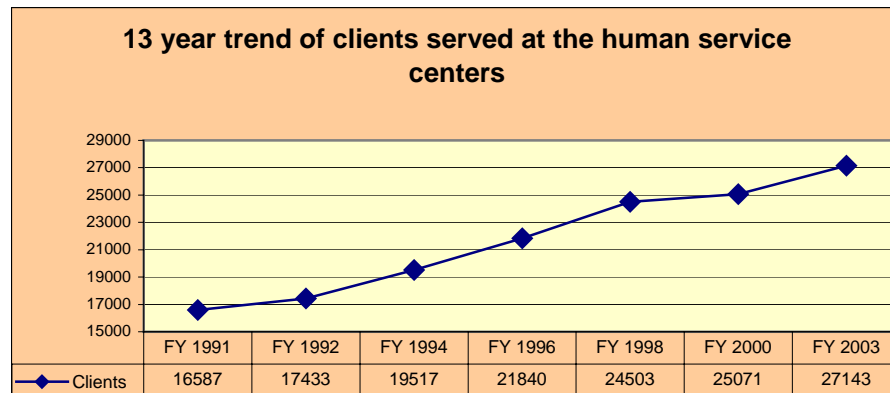
Blue Cross Admin Rate: <http://www.bcbsnd.com/members/pdf/dollar.pdf>



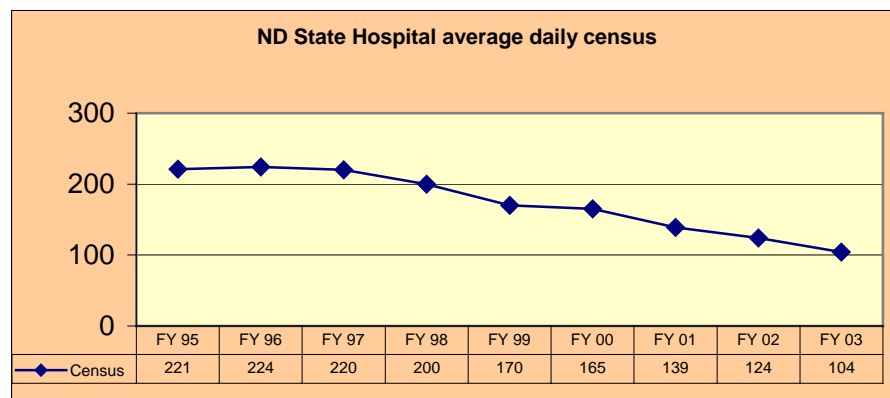
\*Actual number of clients served may be slightly different (i.e. +/-5%) due to systems/client not containing SSN and/or birth dates. \*\*The data set containing the CSE data had 9598 clients with missing birth dates and the data set excluding the CSE data had 2017 clients with missing birth dates.

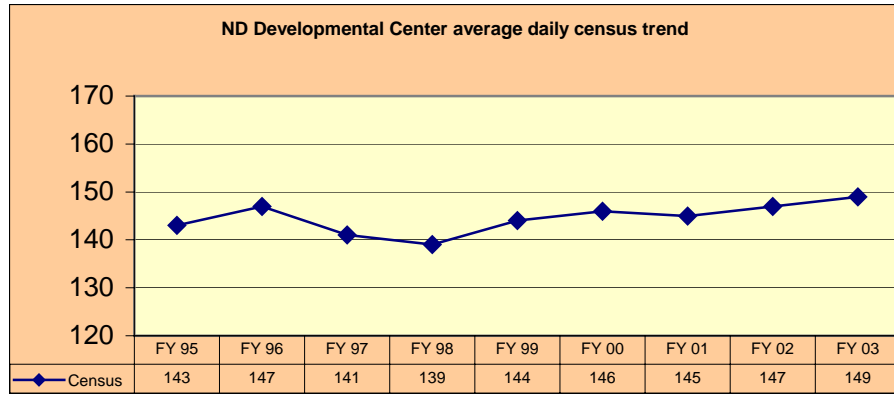


\*Requested FTE's



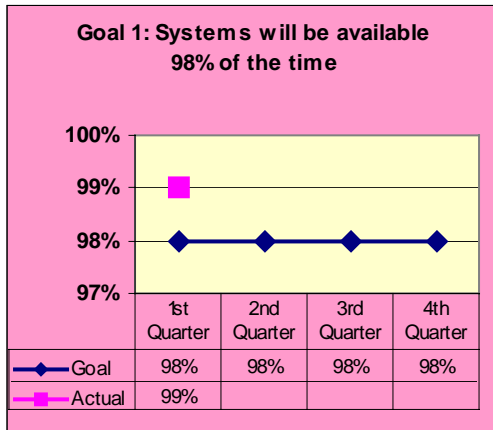
Data is from the ARIS Report HC2-220-AA



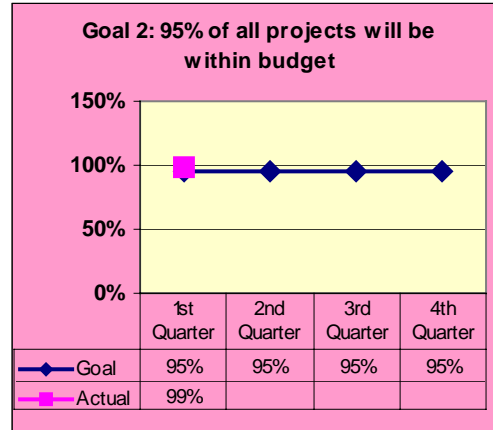


## Division of Information Technology

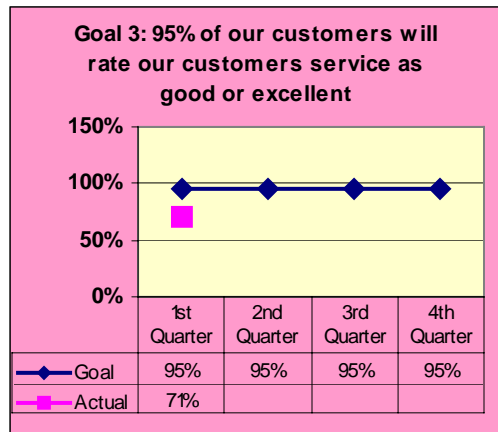
### North Dakota Department of Human Service Performance Measurements



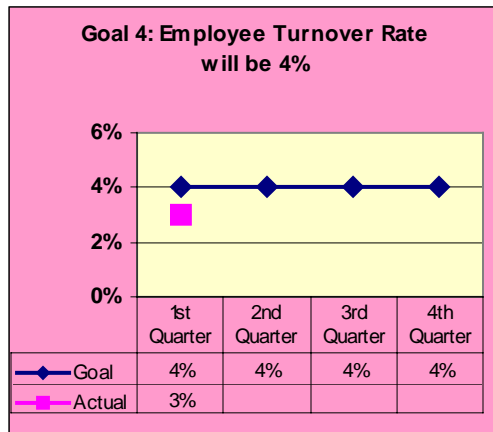
SFY 2005



SFY 2005



SFY 2005



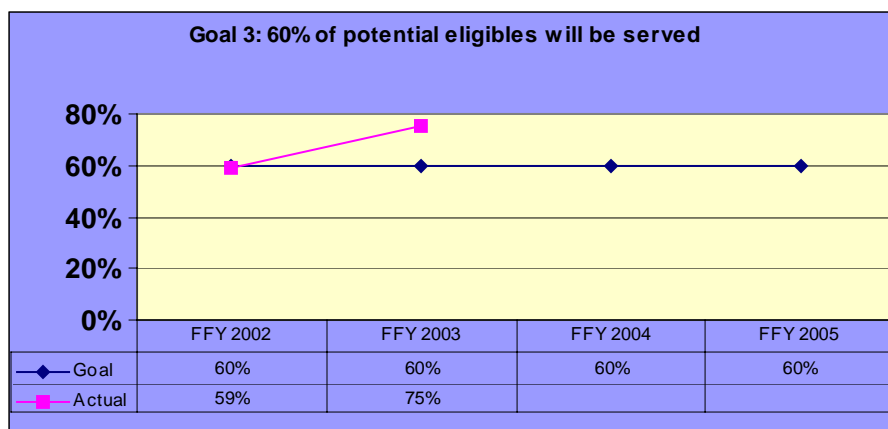
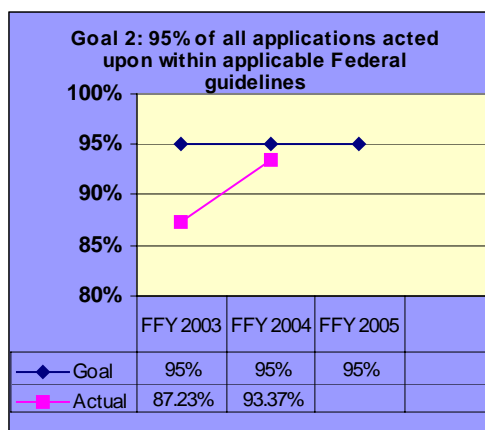
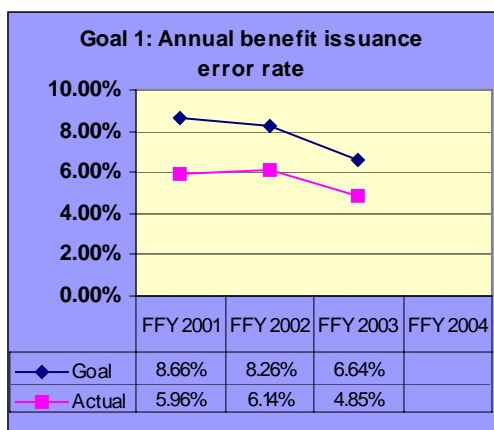
SFY 2005

## Economic Assistance Policy

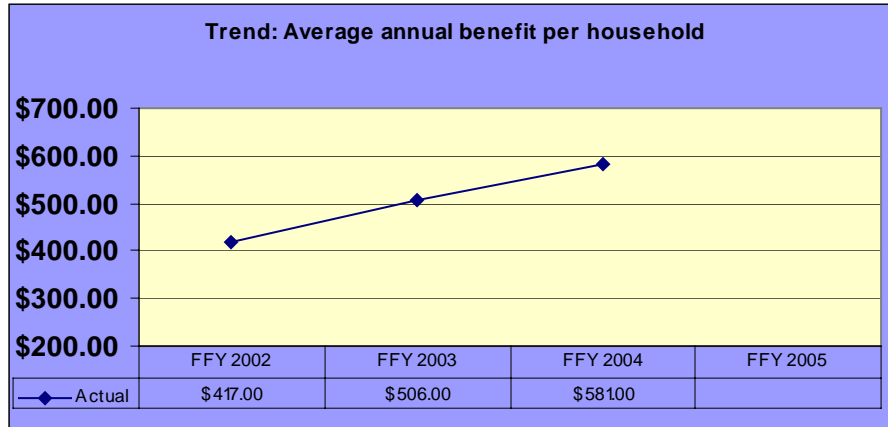
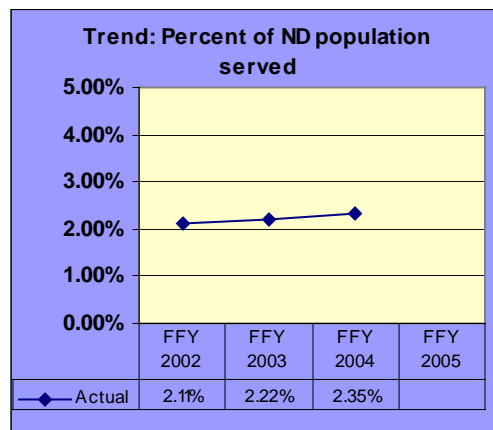
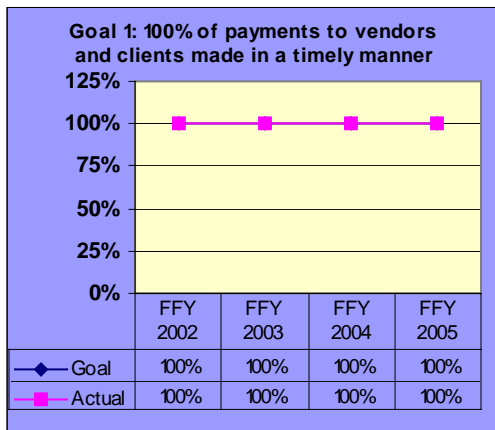
### North Dakota Department of Human Service Performance Measurements

Program	Purpose
<b>1. Food Stamps</b>	Provides purchasing power to eligible individuals and families so they can buy additional food and raise nutrition levels in their households
<b>2. Energy Assistance (LIHEAP)</b>	Helps low income individuals and families pay for heating and energy conservation costs
<b>3. Temporary Assistance for Needy Families (TANF)</b>	Provides temporary cash assistance and employment training services to eligible families so adult family members can achieve self-sufficiency
<b>4. JOBS</b>	Provides employment, education, and training opportunities to participating TANF households so they can attain and retain employment
<b>5. Child Care Assistance</b>	Provides financial assistance for child care costs so that eligible parents and guardians can remain employed or in training

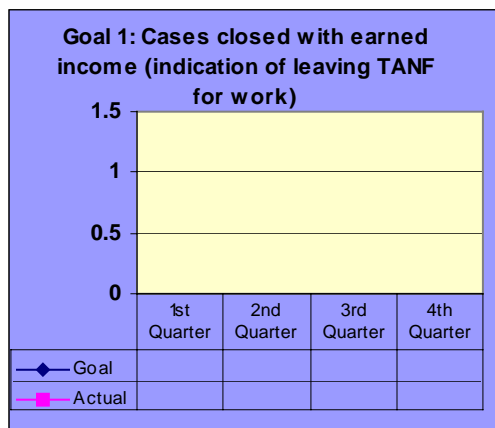
#### 1. Food Stamp Unit



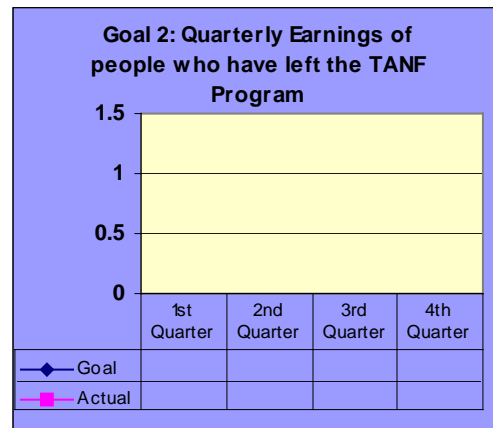
## 2. Energy Assistance Unit



## 3. Temporary Aid for Needy Families (TANF)



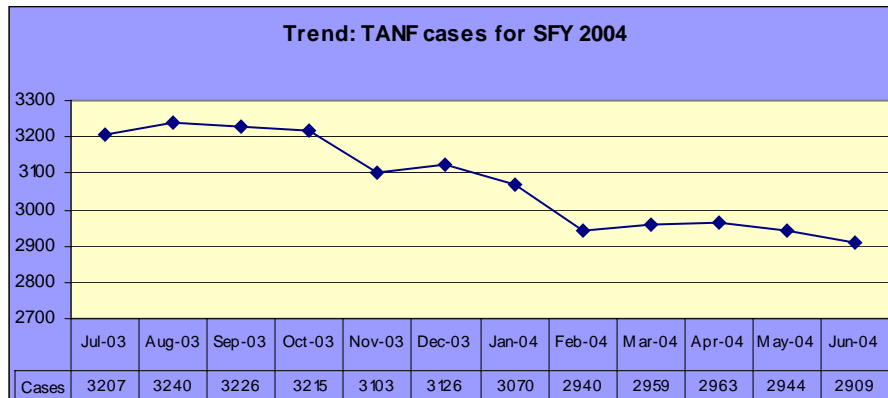
Pending – under development



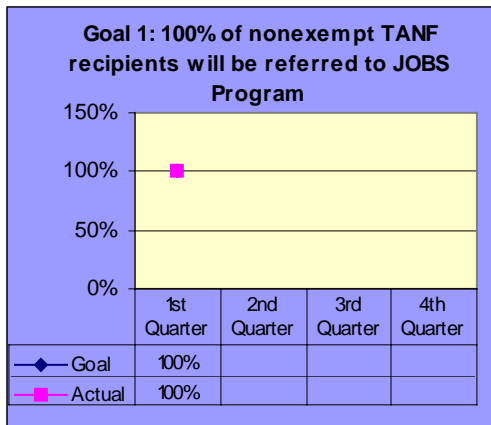
Results will be available December 31, 2004



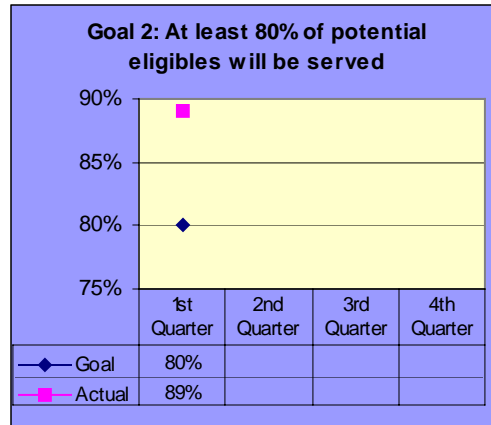
### 3. Temporary Aid for Needy Families (TANF) Continued



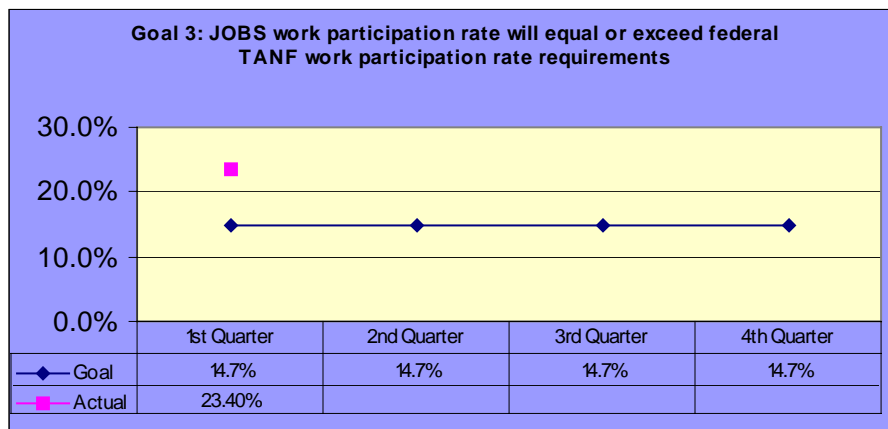
### 4. JOBS



SFY 2005



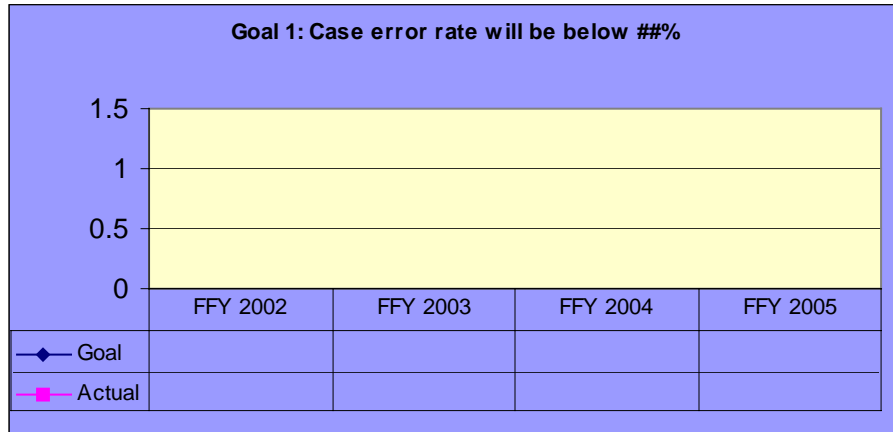
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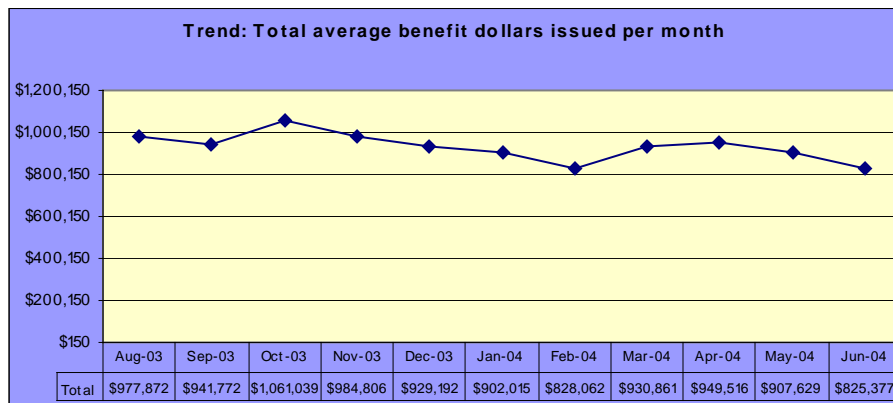
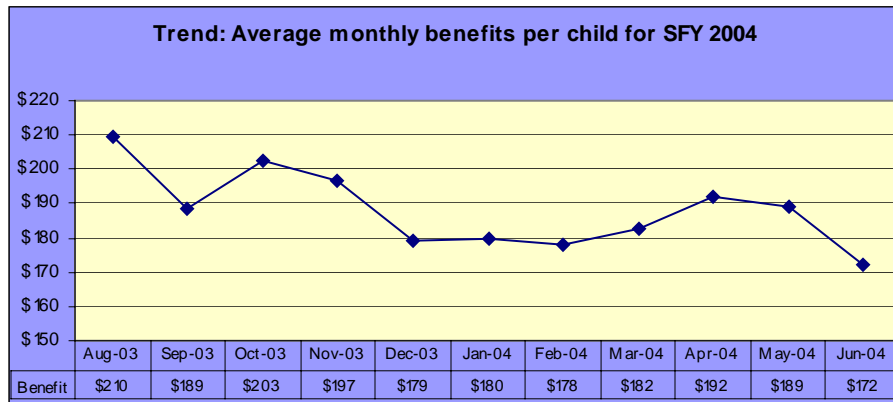
SFY 2005

\*This figure does not include Tribal New

## 5. Child Care Assistance Program



Data is based on a federal report not available at this time



Latest data available at the time of this report

# Child Support Enforcement

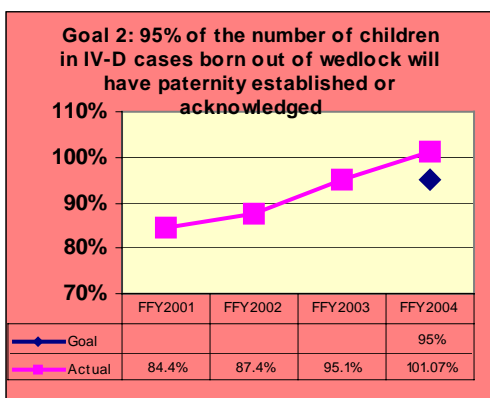
## North Dakota Department of Human Services Performance Measures

Program	Purpose
<b>Child Support Enforcement</b>	Enhance the well-being of children and reduce the demand on public treasuries by securing financial support from legally responsible parents and encouraging positive relationships between children and their parents

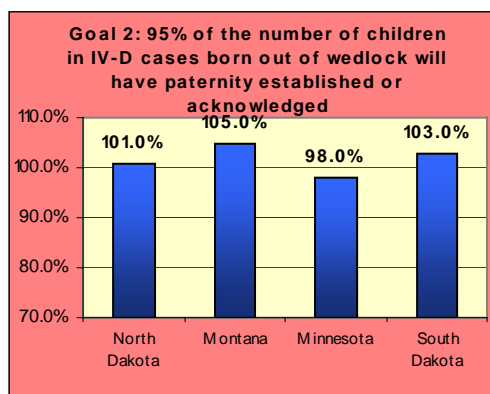
Goal 1	To rank in the top five in the nation for performance			
	FFY 2001	FFY 2002	FFY 2003	FFY 2004
	12 <sup>th</sup>	4 <sup>th</sup>	3 <sup>rd</sup>	TBD

FFY 2004 results will be available March 2005

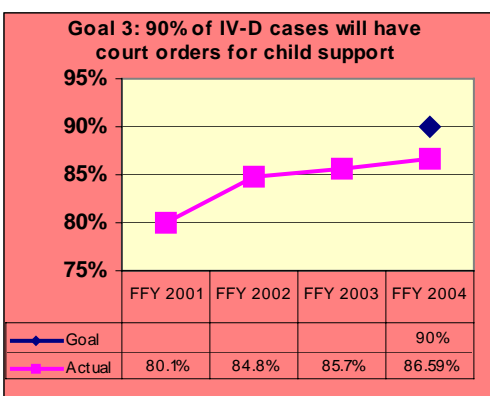
(Goals 2-5 are used in determining our national ranking)



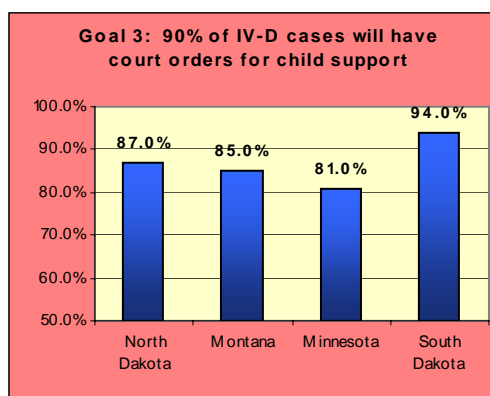
Data from FFY 2004 – preliminary  
Calculated using a required federal formula which can result in over 100% goal attainment



Data from FFY 2004 – preliminary  
Calculated using a required federal formula which can result in over 100% goal attainment  
Reference data

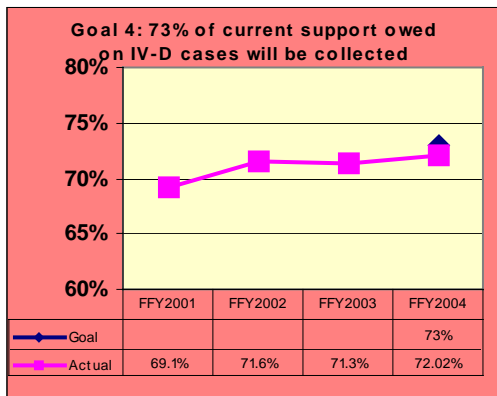


Data from FFY 2004 – preliminary

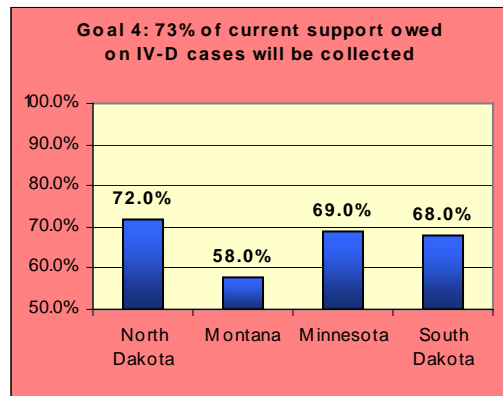


Data from FFY 2004 – preliminary  
Reference data

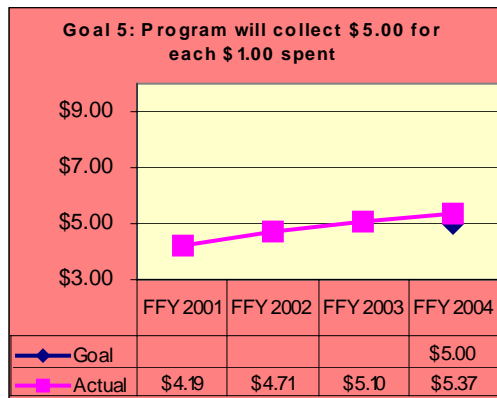
## Child Support Enforcement Continued



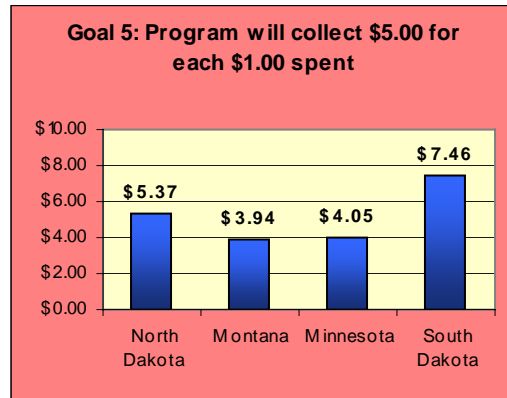
Data from FFY 2004 – preliminary



Data from FFY2004 - preliminary  
Reference data



Data from FFY 2004 – preliminary



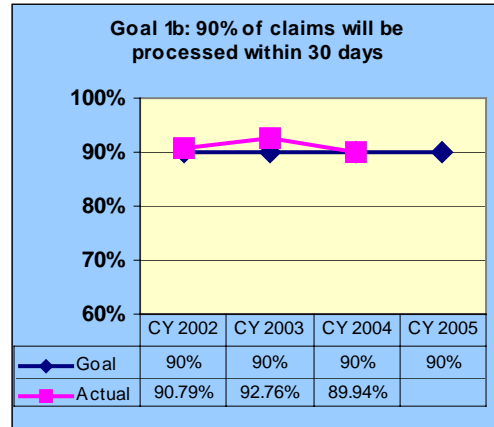
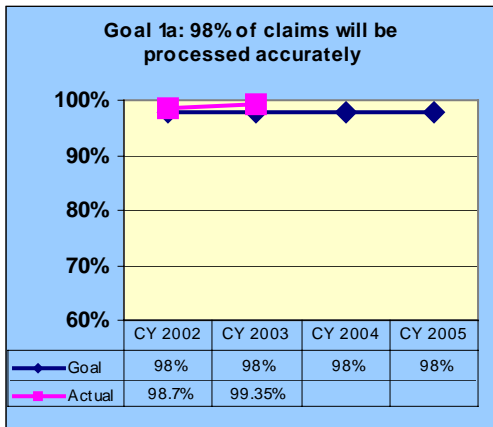
Data from FFY2004 - preliminary  
Reference data

## Medical Services

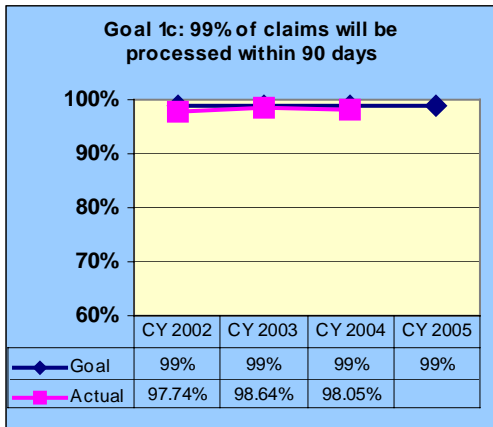
### North Dakota Department of Human Service Performance Measurements

Program	Purpose
<b>1. Medical Services</b>	To ensure delivery of medical services in the most efficient and economical manner so that recipients can improve or maintain their health
<b>2. North Dakota Health Tracks</b>	Provides free preventative health screenings and services to children age 0 to 21 who are eligible for Medicaid
<b>3. Children's Health Insurance Program (CHIP)</b>	Provides health insurance to children who do not qualify for North Dakota's Medicaid Program
<b>4. Children's Special Health Services (CSHS)</b>	Provides services for children with special health care needs and their families and promotes family-centered, community-based, coordinated services and systems of health care

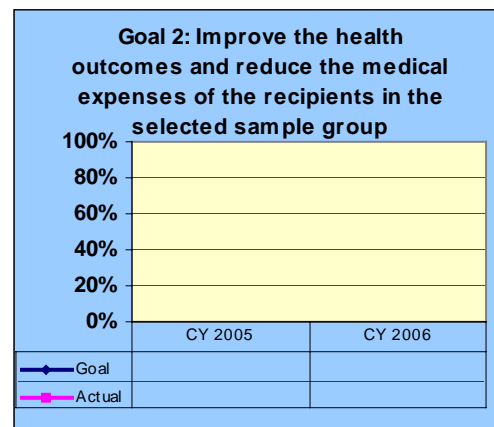
### 1. Medical Services



CY 2004 through September 2004

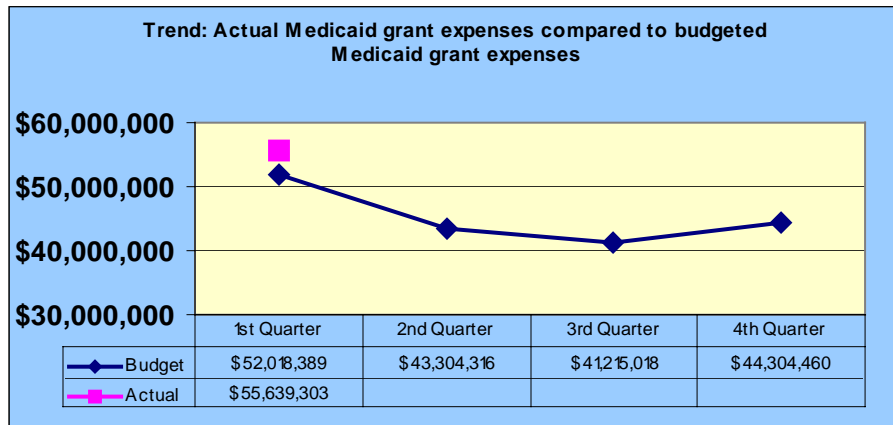


CY 2004 through September 2004



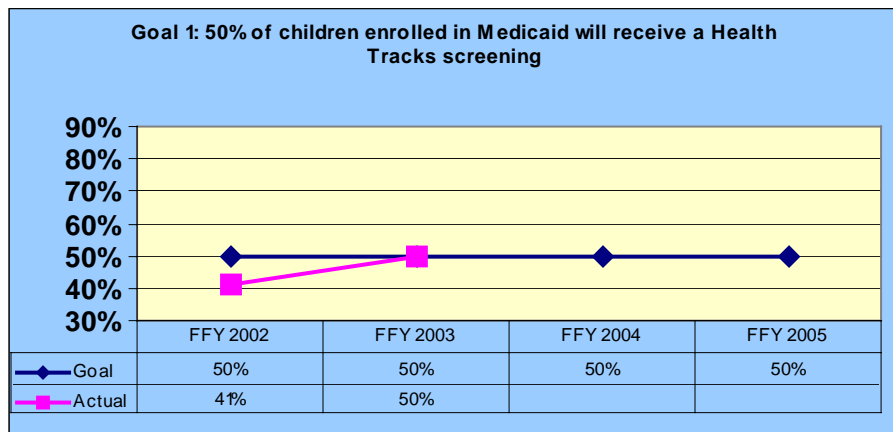
Pending – under development

## 1. Medical Services Continued

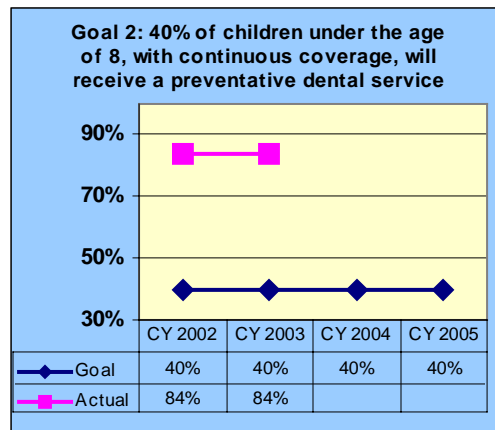
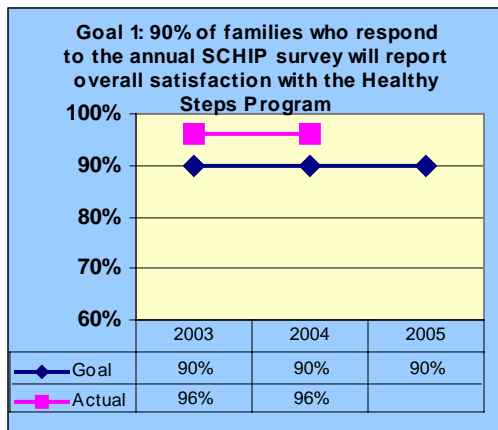


SFY 2005

## 2. North Dakota Health Tracks

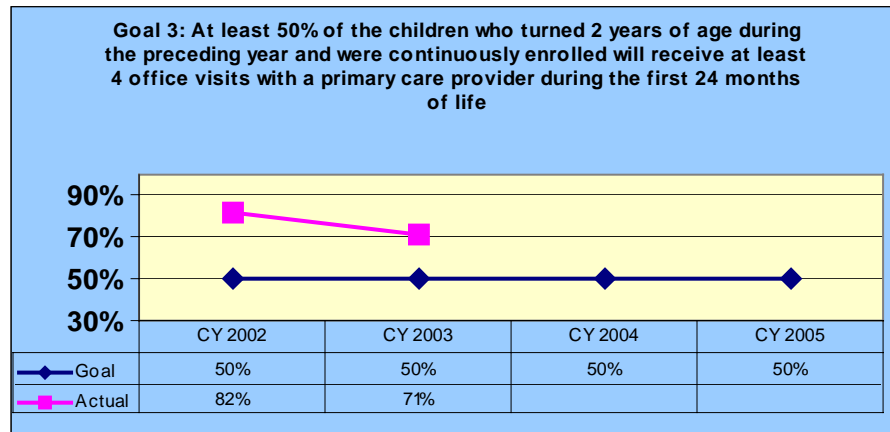


## 3. Children's Health Insurance Program (CHIP)

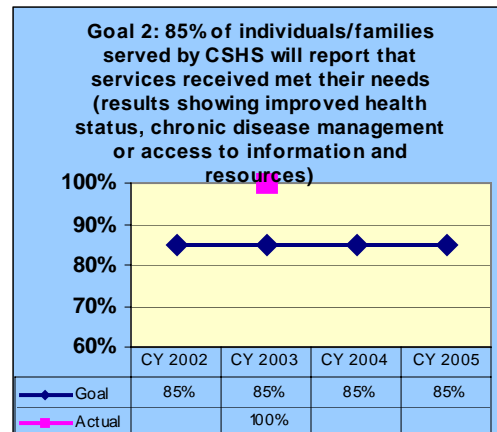
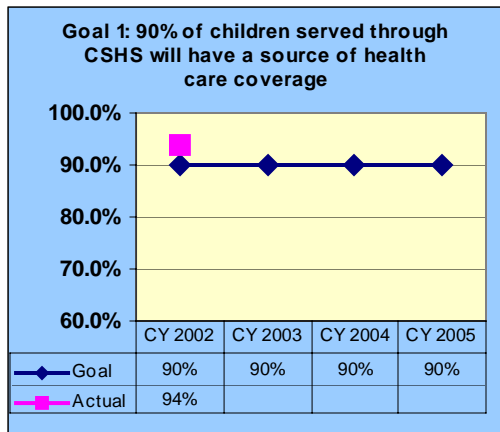


\*Conducted yearly (based on point in time data)

### 3. Children's Health Insurance Program (CHIP) Continued



### 4. Children's Special Health Services (CSHS)

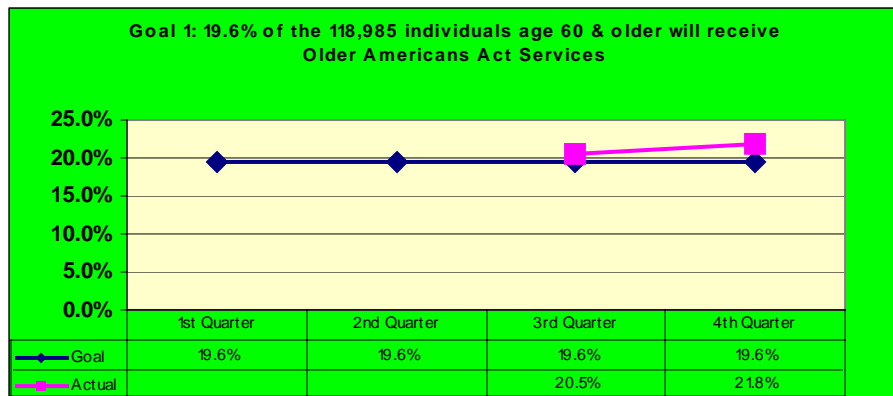


## Aging Services Division

### North Dakota Department of Human Services Performance Measurements

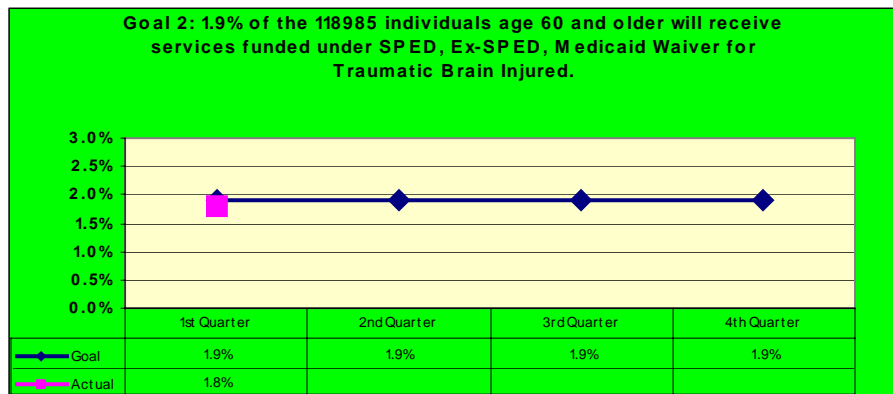
Program	Purpose
<b>1. Home &amp;Community Based Services</b>	Provides support to older adults and persons with physical disabilities so they can remain in their own homes
<b>2. Vulnerable Adults Services Program</b>	Provides information, education and intervention to vulnerable adults so they can exercise their rights

#### 1. Home &Community Based Services



Data Based on Federal Fiscal Year (FFY 2004)

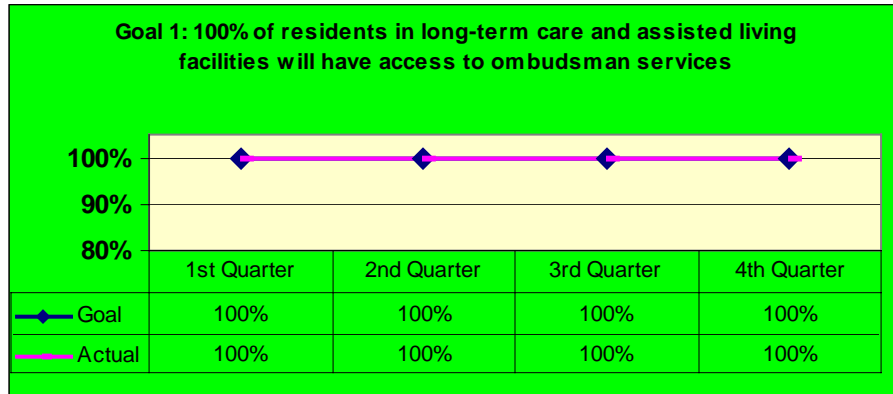
1<sup>st</sup> & 2<sup>nd</sup> Quarter not available because a new data system was implemented



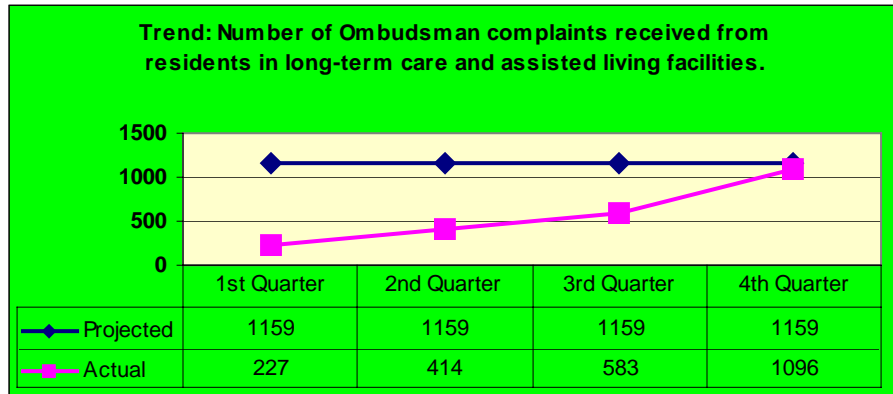
SFY 2005



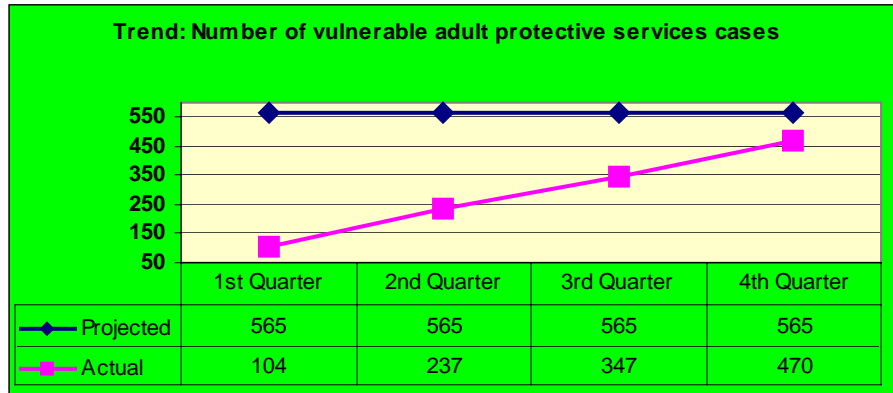
## 2. Vulnerable Adults Services Program



\*FFY 2004



\*Quarters are based on FFY 2004 and the data is cumulative



\*Numbers are decreased due to a change in reporting requirements

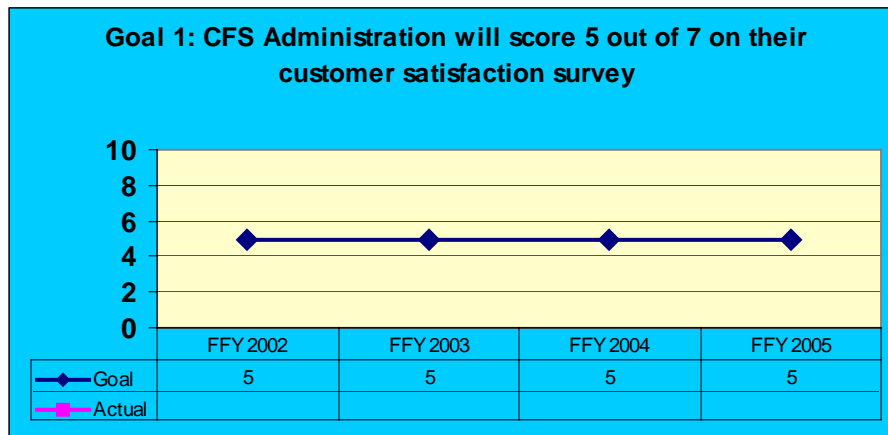
\*\* Quarters are based on FFY 2004 and the data is cumulative

## Children and Family Services

### North Dakota Department of Human Services Performance Measures

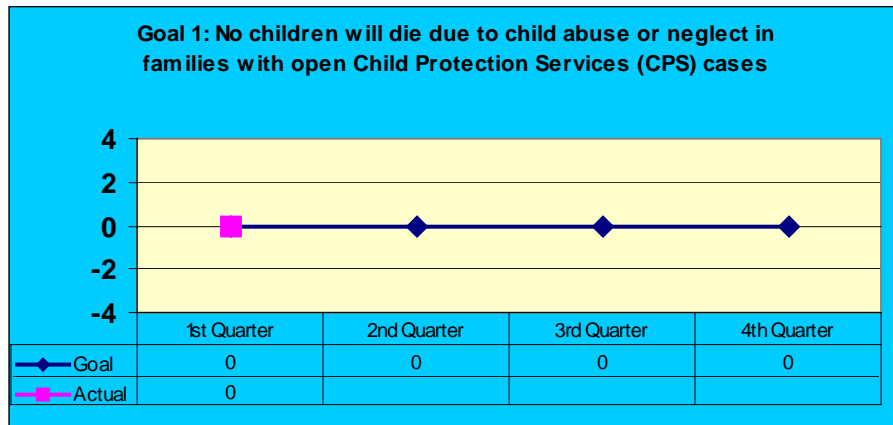
Program	Purpose
<b>1. Children and Family Services Administration</b>	Develop rules, policy, procedures, and budgets and provide leadership, direction, training, and technical assistance to various entities so they can attain efficient and effective child welfare services
<b>2. Child protection Services</b>	Provide protection for children who have been or are at risk of being neglected and/or abused so they can be free of neglect and/or abuse
<b>3. Foster Care Services</b>	Provide substitute temporary living environments for children who cannot remain with their families so they can be safe in an alternative living environment
<b>4. Adoption Services</b>	Recruit, approve, and support families for children in need of adoption so children can have permanent home
<b>5. Family Preservation Services</b>	Provide therapeutic intervention to families whose children have been or are at risk of abuse, neglect, and out-of-home placement so children can be safe

#### 1. Children and Family Services (CFS) Administration

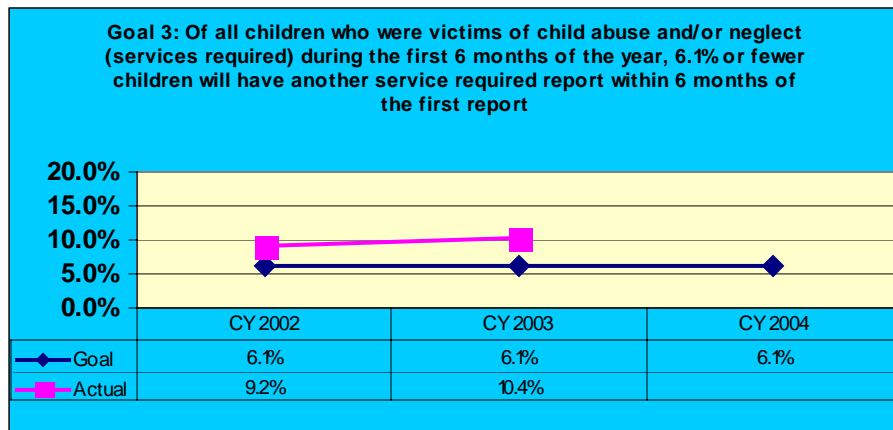
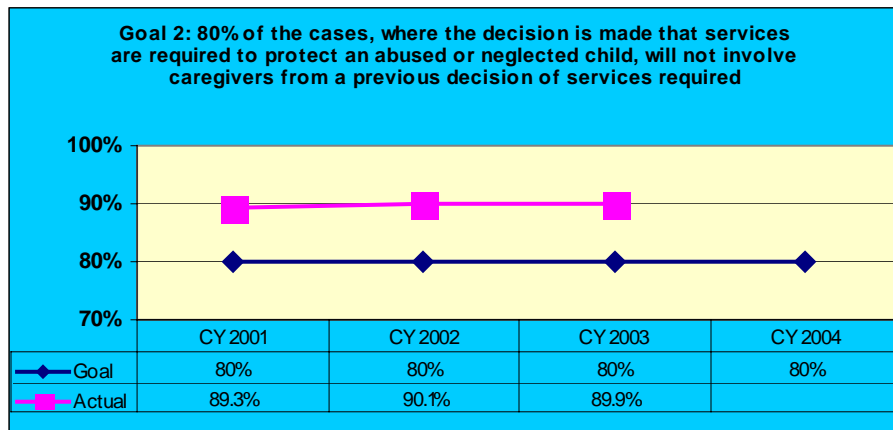


\*Results will be available March 31, 2005

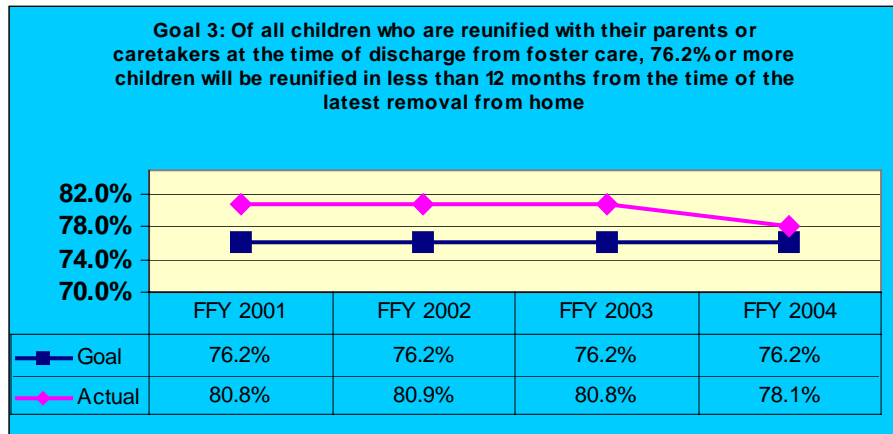
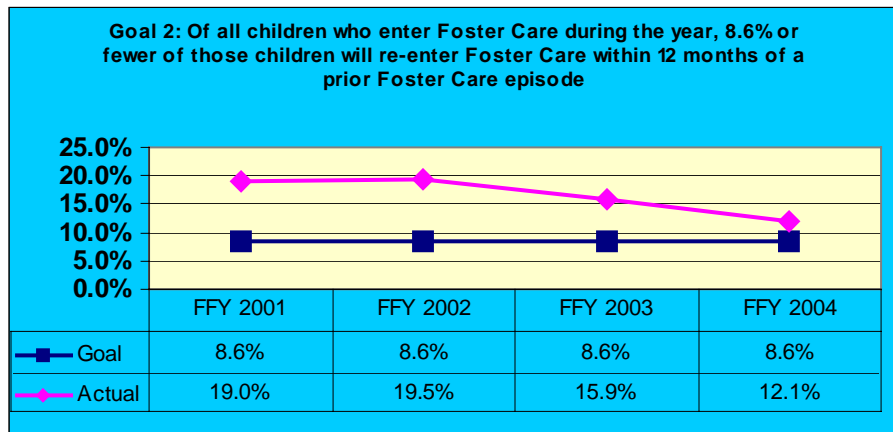
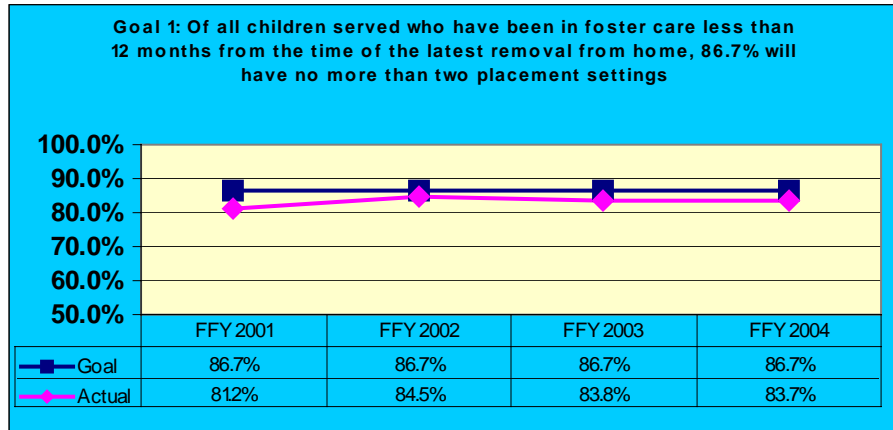
## 2. Child Protection Services



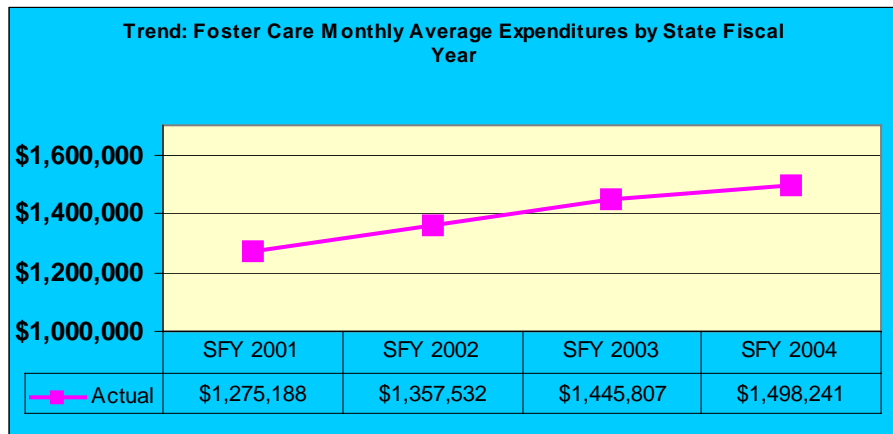
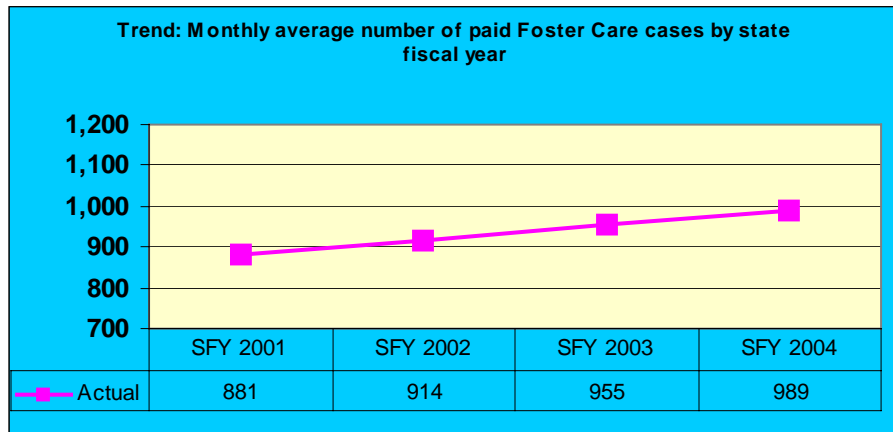
\*SFY 2005



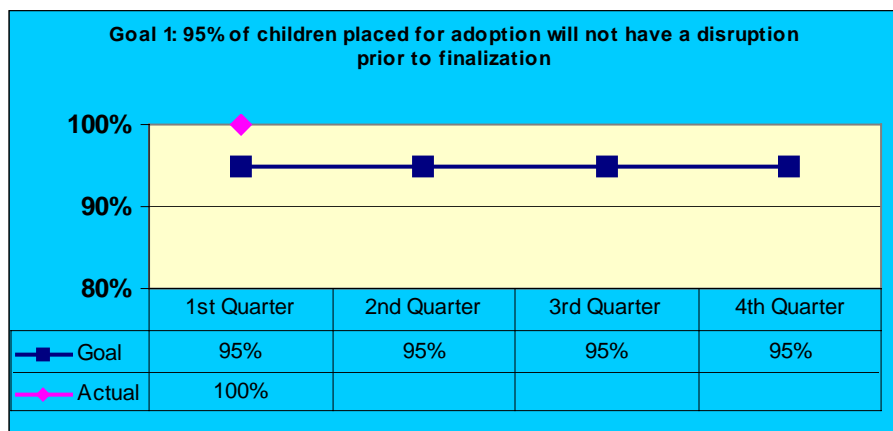
### 3. Foster Care Services



### 3. Foster Care Services Continued

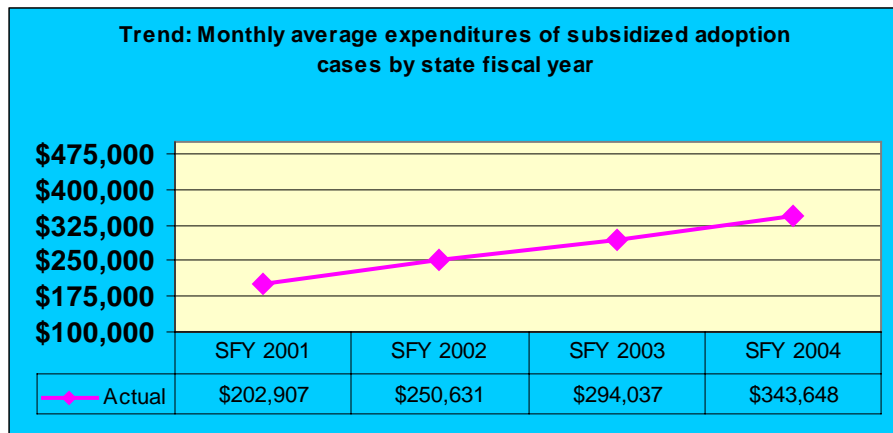
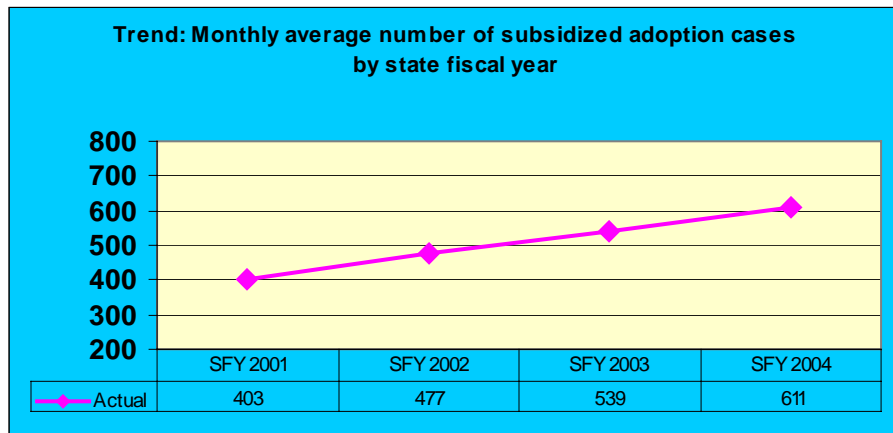
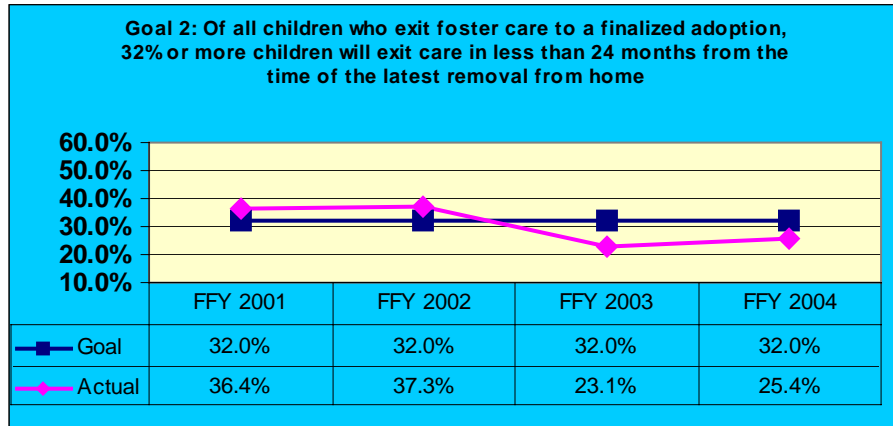


### 4. Adoption Services

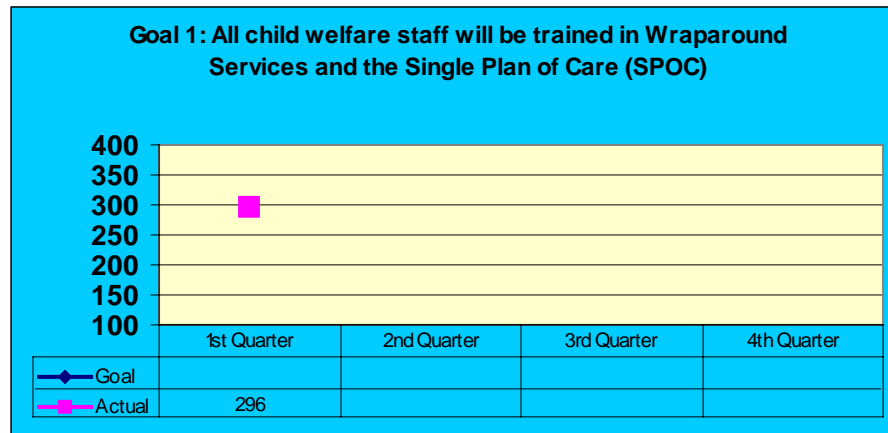


SFY 2005

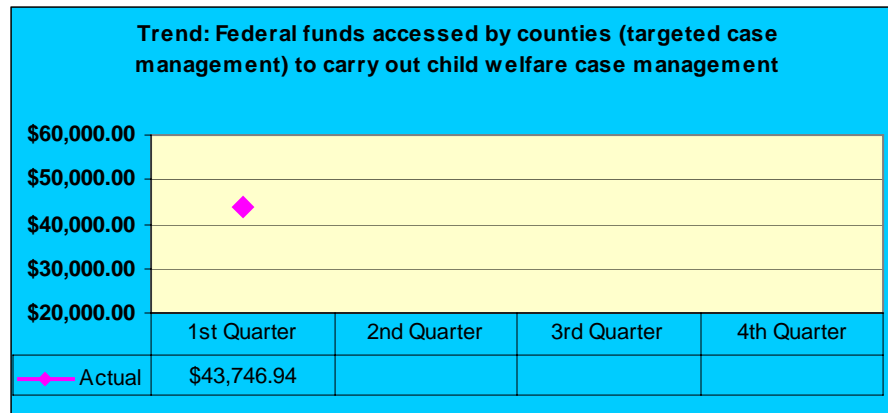
#### 4. Adoption Services Continued



## 5. Family Preservation Services



Pending – under development



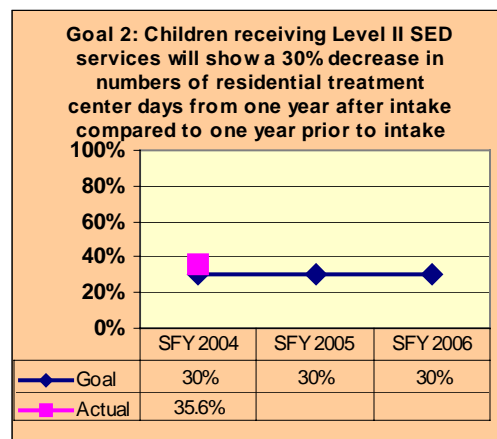
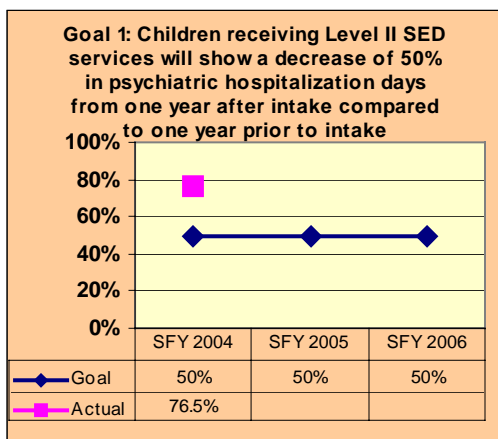
FY 2005

## Mental Health and Substance Abuse

### North Dakota Department of Human Service Performance Measurements

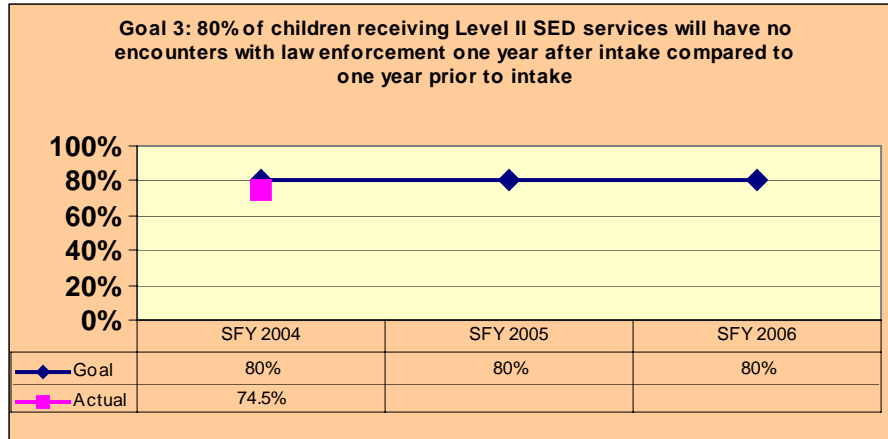
Program	Purpose
<b>1. Children's Mental Health System of Care</b>	Provide therapeutic and supportive services to children with serious emotional disorders (SED) and their families so they can manage their disorders and live in communities in the least restrictive settings
<b>2. Substance Abuse Prevention Services Program</b>	Provide resources and services to communities in order to prevent substance abuse
<b>3. Substance Abuse System of Care</b>	Provide therapeutic and supportive services to individuals who abuse or are dependent upon alcohol or other drugs so they can manage their illnesses and live in communities in the least restrictive setting
<b>4. Clinical Services Program</b>	Provide evaluation and treatment to people with emotional or relationship problems so they can reduce or eliminate the impact of the problem
<b>5. Serious Mental Illness System of Care</b>	Provide therapeutic and supportive services to adults with serious mental illnesses so they can manage their illnesses and productively live in communities in the least restrictive setting

### 1. Children's Mental Health System of Care

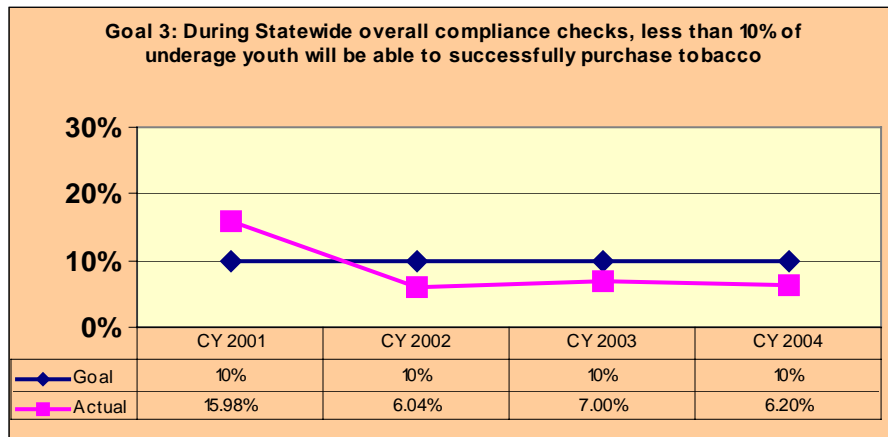
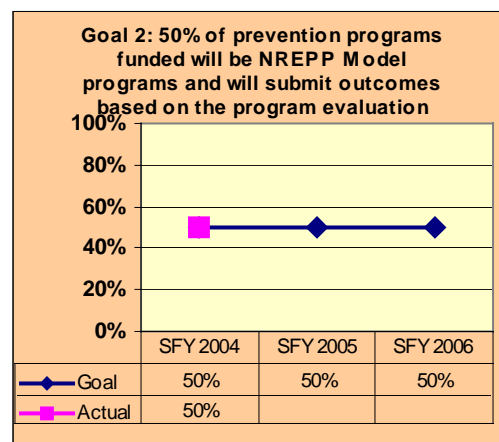
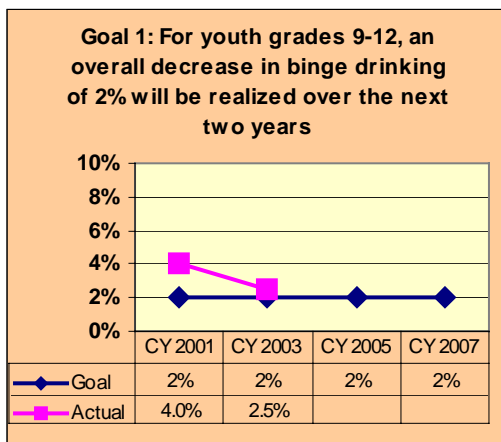




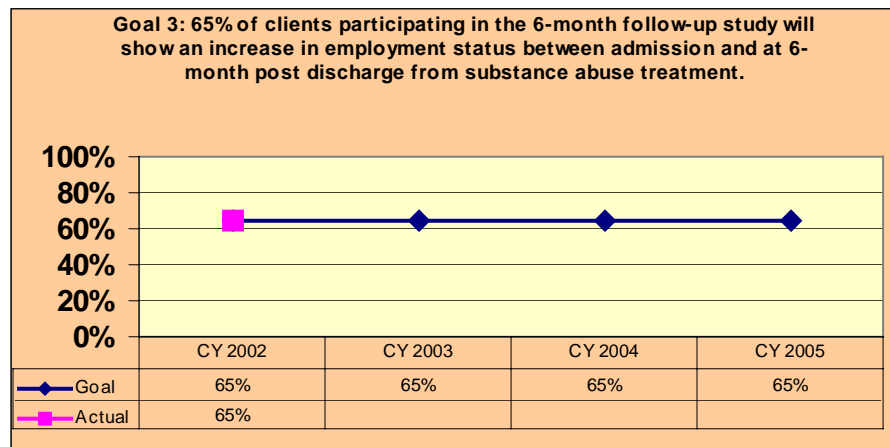
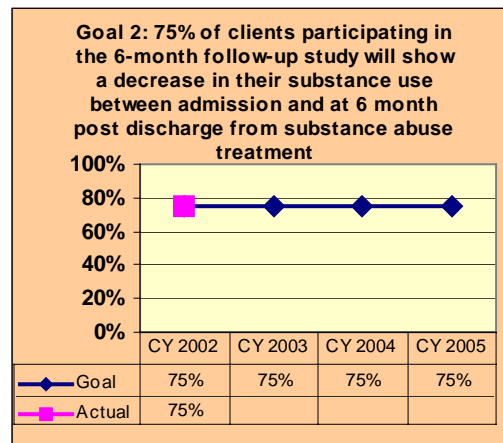
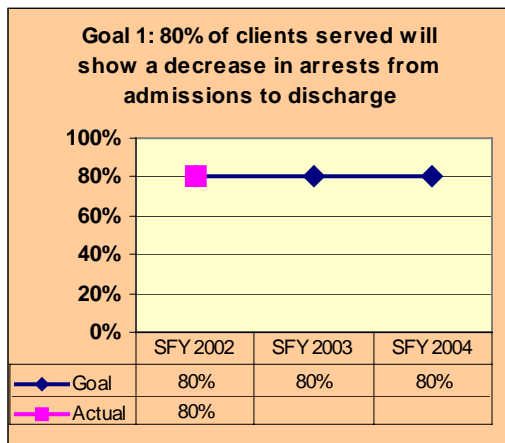
## 1. Children's Mental Health System of Care Continued



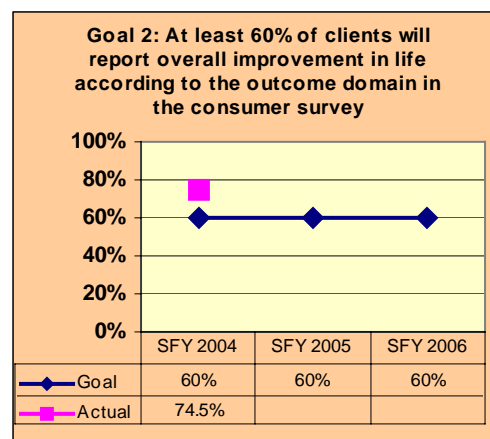
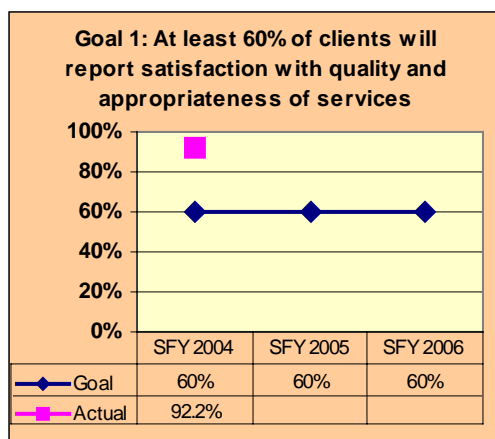
## 2. Substance Abuse Prevention Services Program



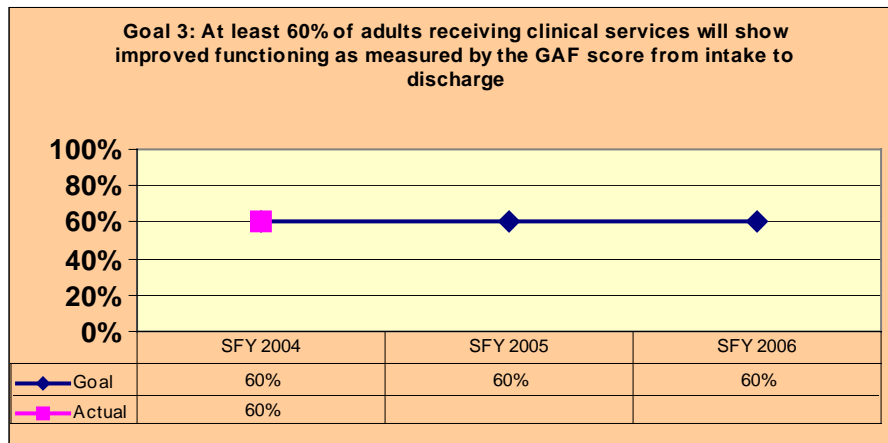
### 3. Substance Abuse Treatment System of Care



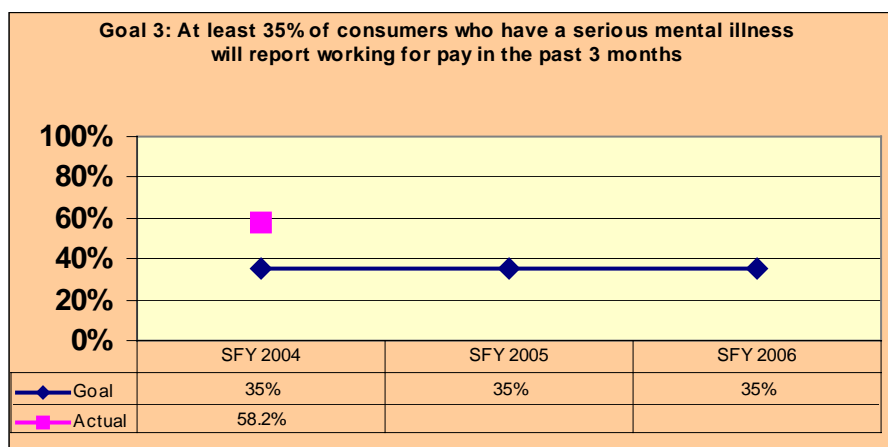
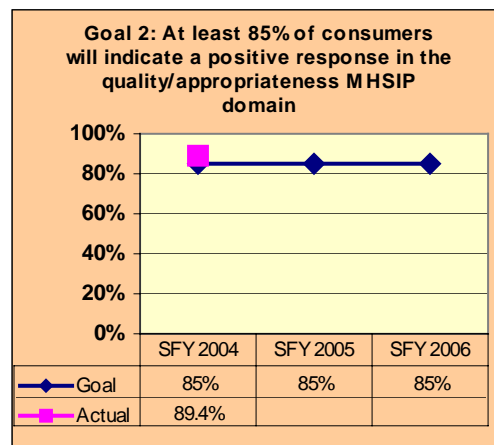
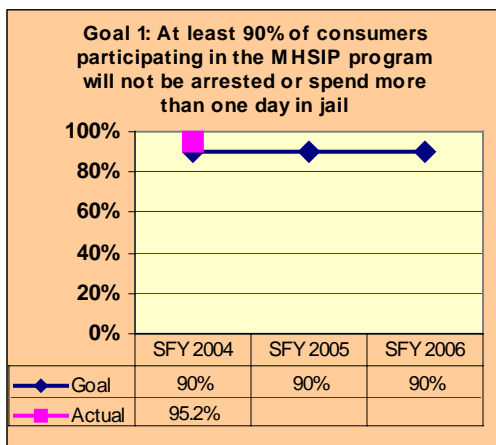
### 4. Clinical Services Program



#### 4. Clinical Services Program Continued



#### 5. Serious Mental Illness System of Care



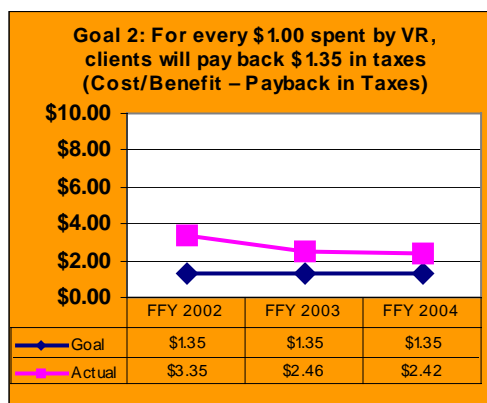
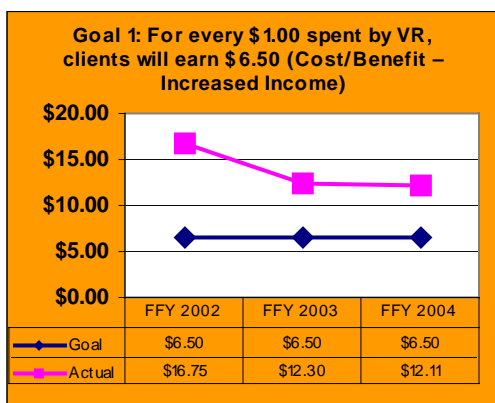
## Disability Services

### North Dakota Department of Human Service Performance Measurements

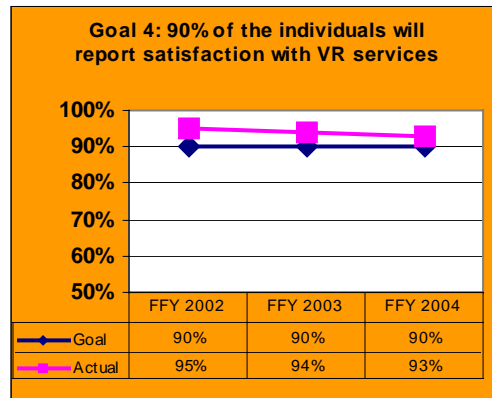
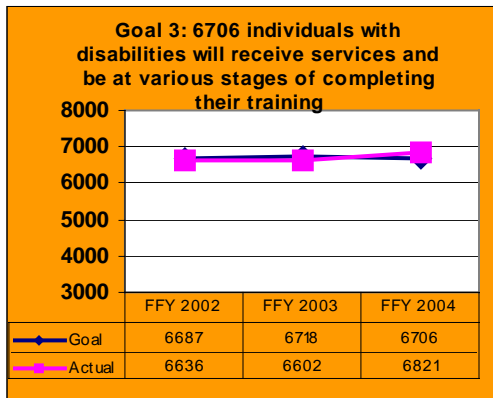
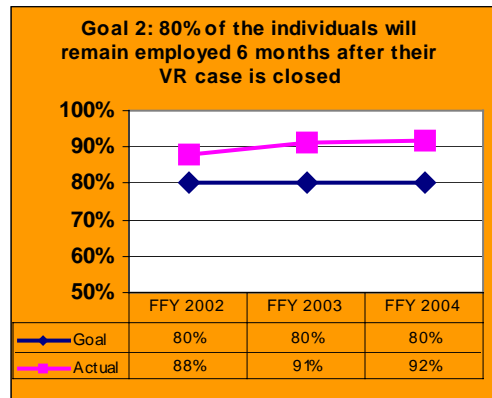
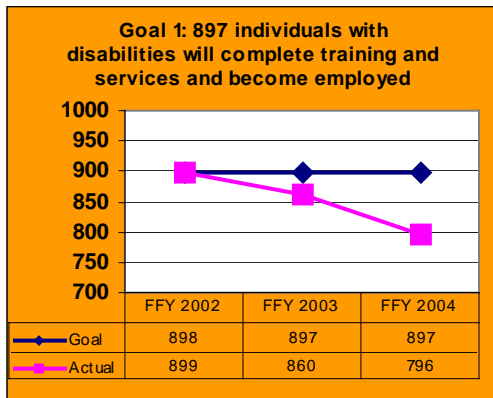
#### Vocational Rehabilitation Services

Programs	Purpose
<b>1. Vocational Rehabilitation Administration</b>	Provides program and policy initiatives to the array of Developmental Disability Services offered throughout North Dakota
<b>2. Employment Services</b>	Provides training and employment services to individuals with disabilities so they can become and remain employed
<b>3. Business Services</b>	Provides consultation, technical assistance, and information to businesses so they can have an available source of qualified employees and receive solutions to disability related issues
<b>4. Independent Living</b>	Eliminates barriers and provide assistance to individuals with disabilities so they can live and work more independently in their homes and communities
<b>5. Assistive Technology Program</b>	Provides education, consultation, and referral to people with disabilities so they can access assistive technology (AT) devices and services

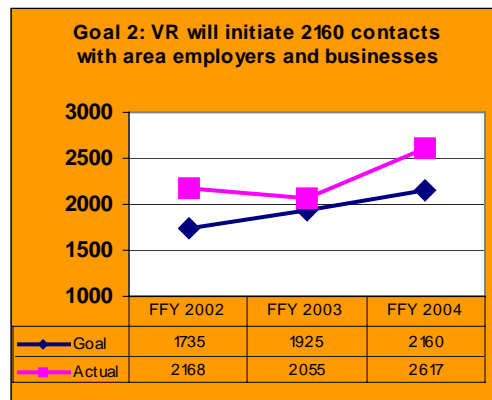
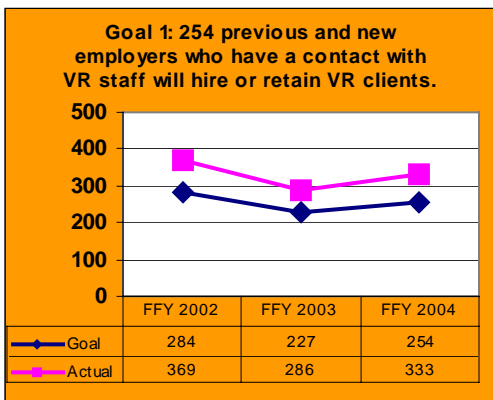
#### 1. VR Administration



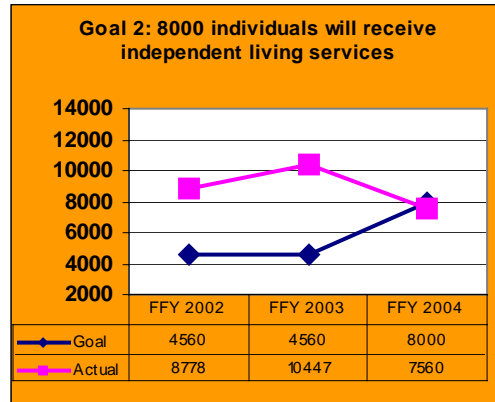
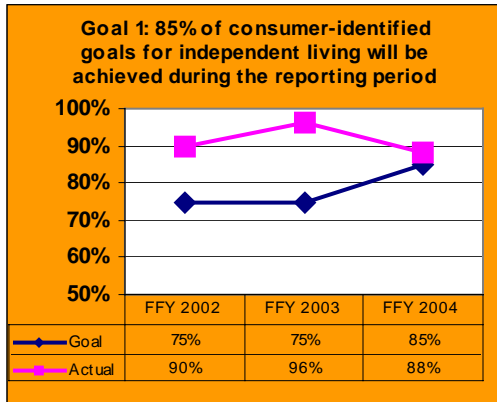
## 2. Employment Services



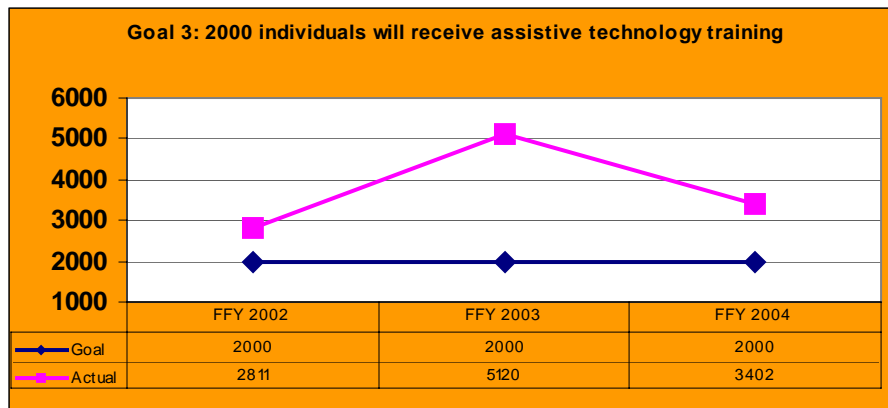
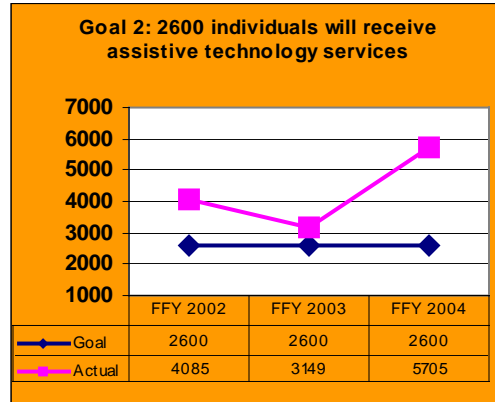
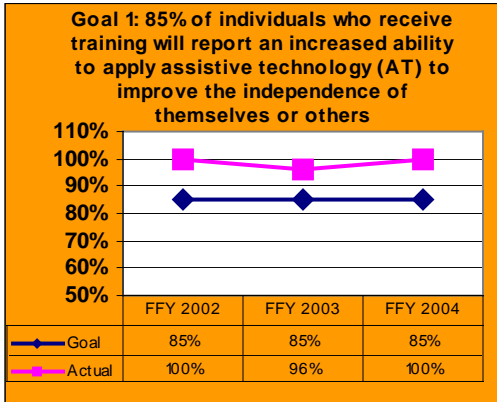
## 3. Business Services



## 4. Independent Living



## 5. Assistive Technology Program



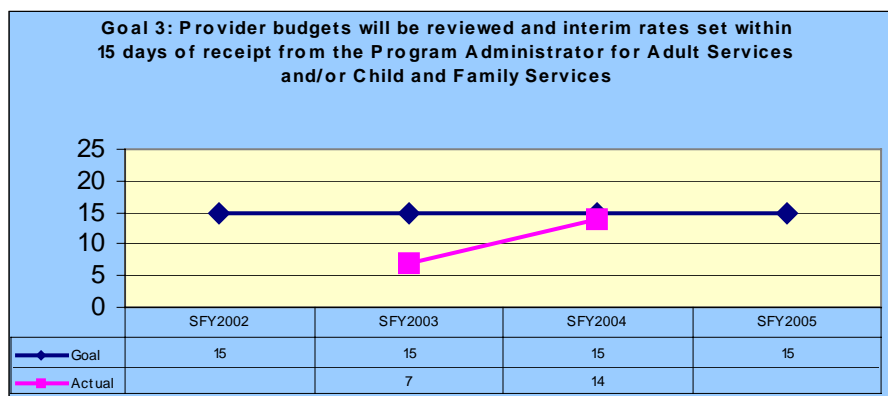
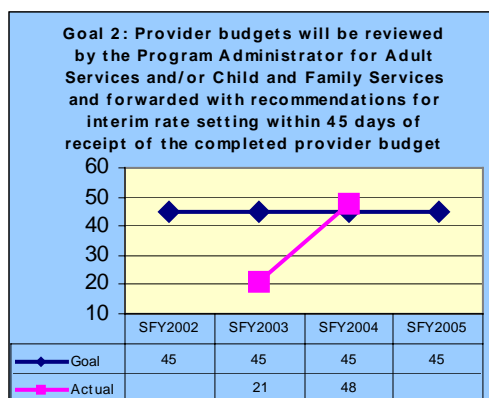
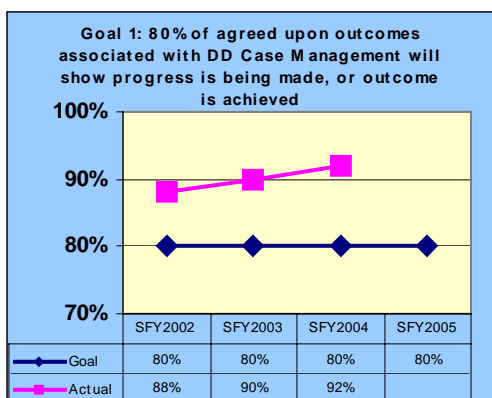
# Disability Services

## North Dakota Department of Human Service Performance Measurements

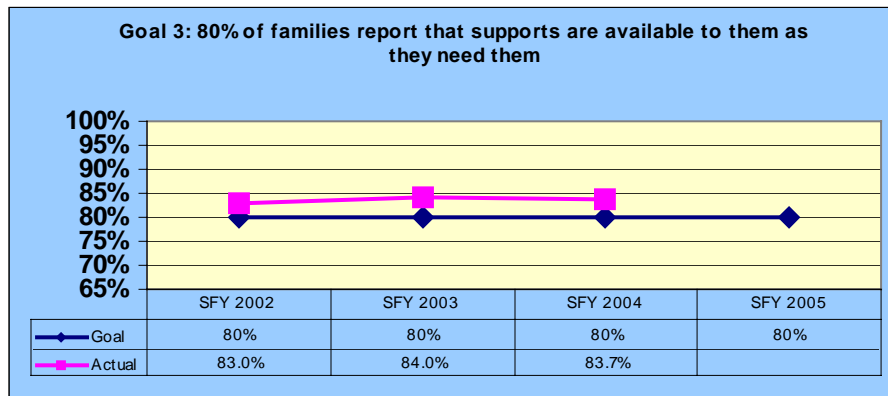
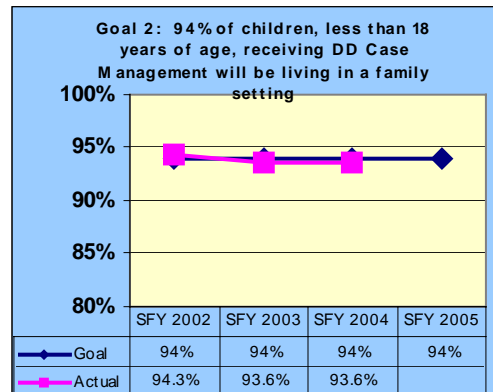
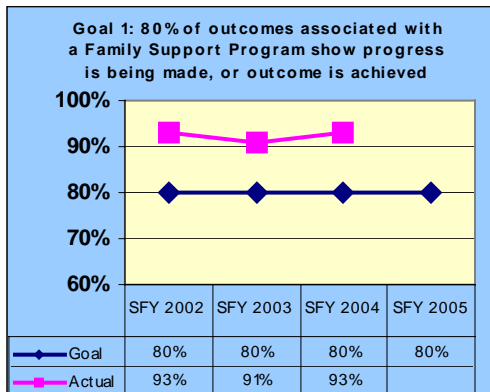
### Developmental Disabilities Services

Program	Purpose
<b>1. Developmental Disabilities Administration</b>	Develops budgets and policy, and provides direction, training, and technical assistance to regional human service center staff and providers so they can achieve agreed upon results
<b>2. Family Support Programs</b>	Provides personal and financial assistance and training to families of eligible individuals with developmental disabilities so they can help their family members achieve agreed upon outcomes
<b>3. Day and Residential Services</b>	Provides training and assistance with daily living activities to eligible individuals with developmental disabilities so they can achieve agreed upon personal outcomes

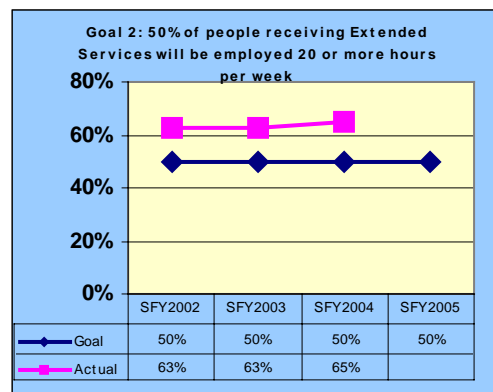
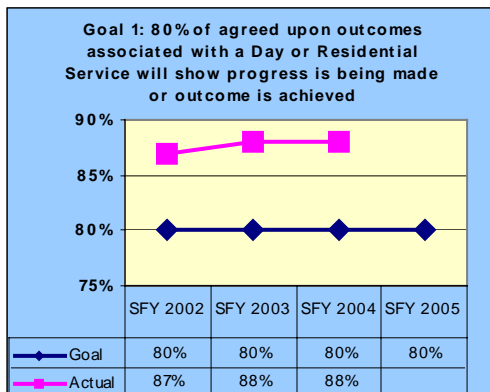
### 1. Developmental Disabilities Administration



## 2. Family Support Programs

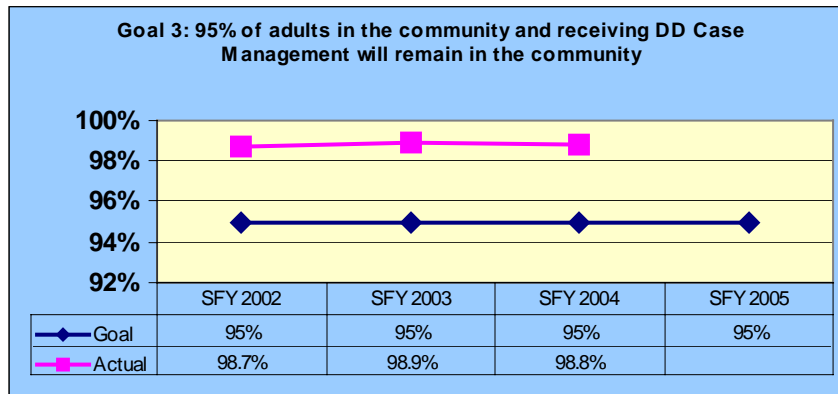


## 3. Day and Residential Services





### 3. Day and Residential Services Continued

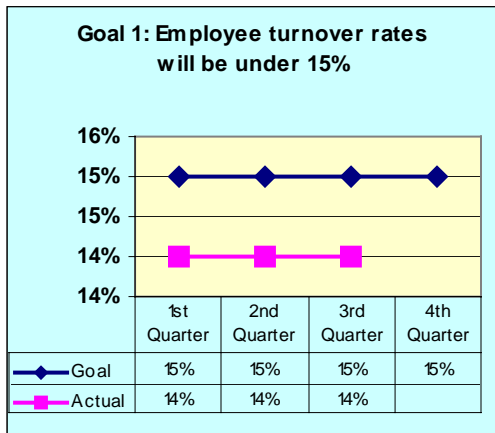


# North Dakota State Hospital North Dakota Developmental Center

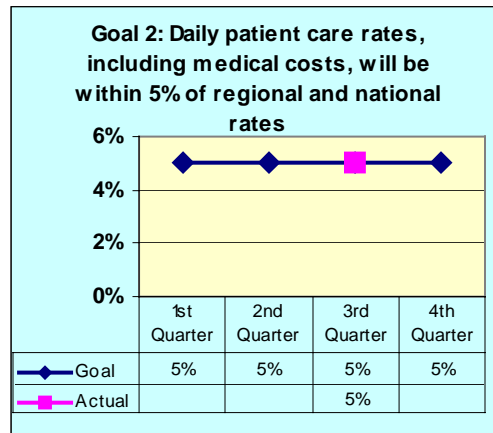
## North Dakota Department of Human Service Performance Measurements

Program	Purpose
<b>1. Administration</b>	Provides administration and supportive services to the State Hospital and the Developmental Center
<b>2. State Hospital Clinical</b>	Provides specialized psychiatric and substance abuse services for individuals whose needs exceed the resources and capacity of other community services
<b>3. Developmental Center Clinical</b>	Provides programming and supports for people with disabilities so they can be viable members of their communities when their needs exceed community resources

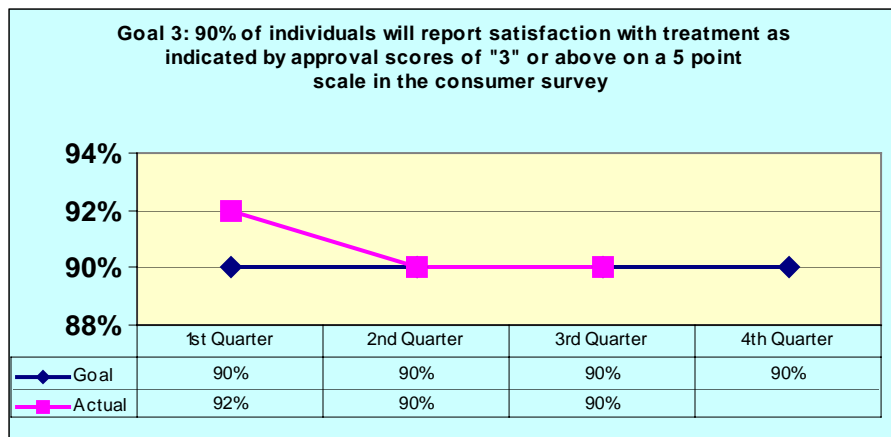
### 1. Administration



FY 2004

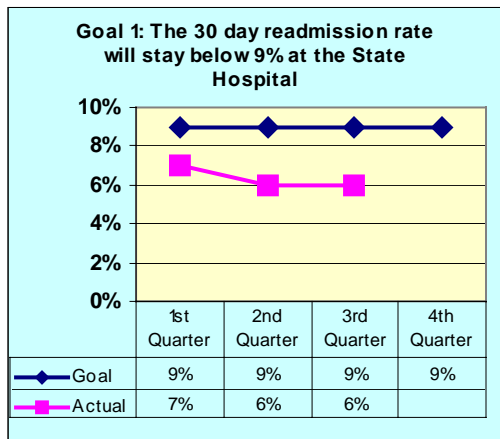


SFY 2004

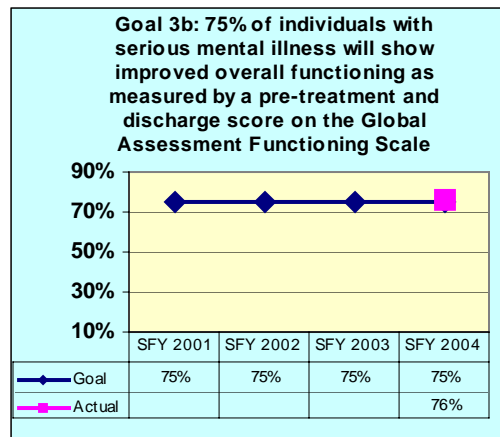
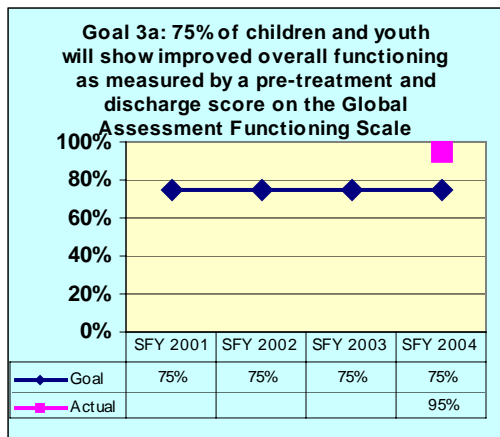
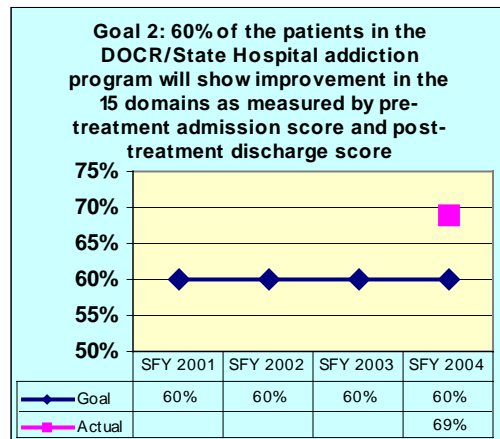


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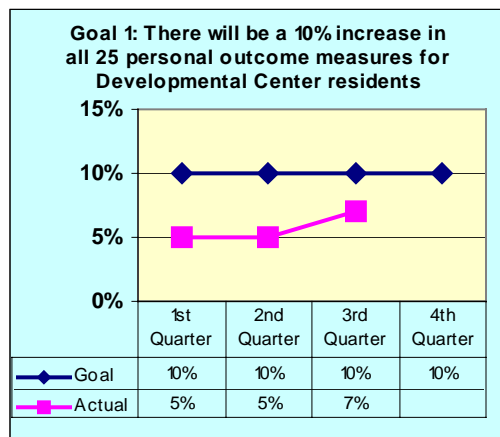
## 2. North Dakota State Hospital Clinical



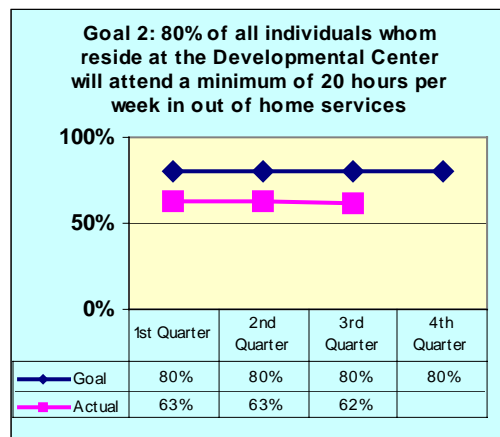
SFY 2004



## 3. Developmental Center Clinical

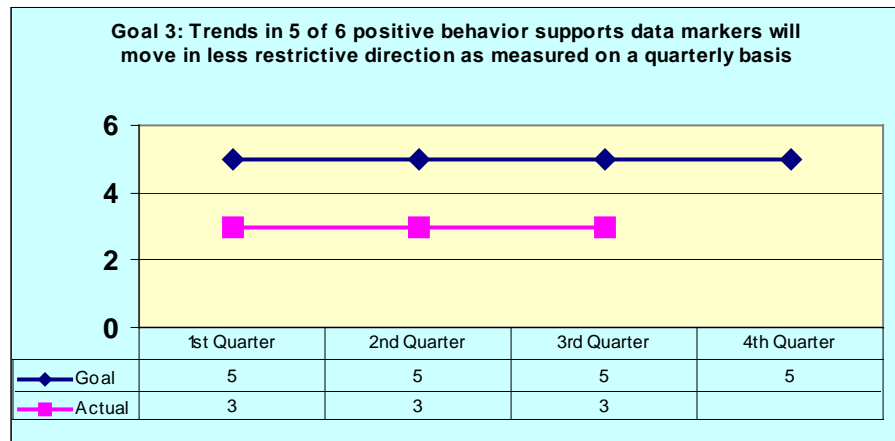


SFY 2004



SFY 2004

### 3. Developmental Center Clinical Continued

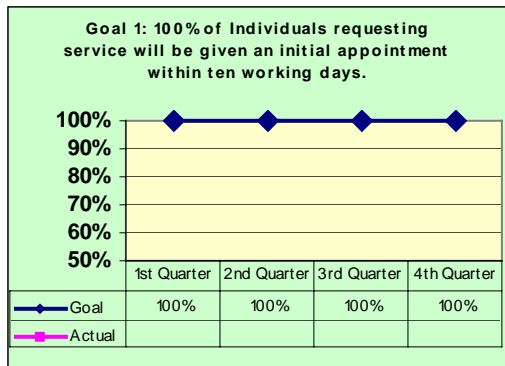


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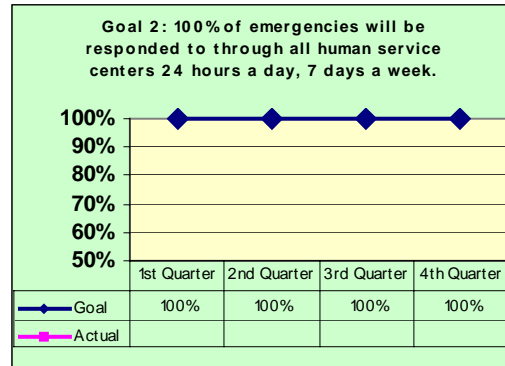
# Human Service Centers

## North Dakota Department of Human Services Performance Measures

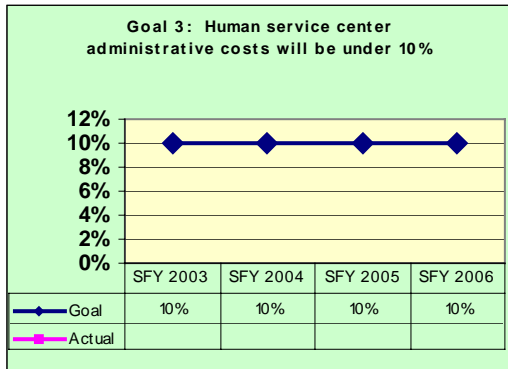
Program	Purpose
Client Services	Provides, contracts for, or supervises many programs and services for the Department of Human Services throughout North Dakota



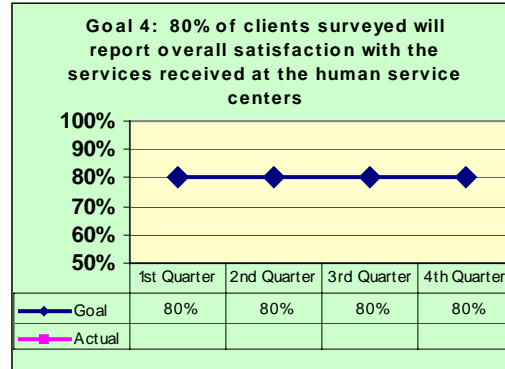
Pending – under development



Pending – under development



Pending – under development



Pending – under development

In addition to these measures the Human Service Centers are directly linked to the following divisional/program goals:

- Aging Services Division:
  - Home & Community Based Services; Goals 1 and 2
  - Vulnerable Adults: Goal 3
- Mental Health and Substance Abuse:
  - Children's Mental Health System of Care: Goals 1, 2, and 3
  - Substance Abuse System of Care: Goals 1, 2, and 3
  - Clinical Services Program: Goals 1, 2, and 3
  - Serious Mental Illness System of Care: Goals 1, 2, and 3
- Disability Services
  - VR Employment Programs: Goals 1, 2, 3, and 4
  - Business Services: Goals 1 and 2
  - Older Blind Services: Goal 1

- DD Administration: Goal 1
  - Family Support Programs: Goals 1, 2, and 3
  - Day and Residential Services: Goal 1, 2, and 3
- State Hospital
  - Clinical: Goal 1
- Children and Family Services
  - Child Protection Services: Goals 1, 2, and 3
  - Foster Care Services: Goals 1, 2, and 3.
  - Family Preservation: Goal 2